



## Overview

**Position:** Digital Project Coordinator

**Type:** Full-time

**Location:** Fully Remote (work from anywhere but you must have access to a quiet workspace for video calls)

**Education:** Bachelor's Degree preferred

## About the Position

Your primary responsibility will be to manage website redesign and digital marketing projects with the goal to complete every project on-time, under budget, and with a high level of quality that meets or exceeds client-defined goals.

You will be “Grand Central Station” for assigned projects—the go-to person for questions, resources, or whatever our team needs to get the job done.

You are a champion of responsive communication (you don’t mind talking by phone, email, video chat, Slack, project management software, emoji, or smoke signal), proactive problem solving, diligence down to the last detail, logistical prowess (you have calendar invites to make calendar invites), and the kind of warm communication that keeps collaboration and good feels flowing.

Although your day-to-day will involve working closely with our small team, you need to be the kind of person that enjoys working from home and managing their own time productively.

**Project Setup and Planning:** Kickoff projects through Louder’s project management, asset-sharing, and coordination systems, including Teamwork, Google Drive, Dropbox, and Slack, and act as an administrator across these platforms. Work with Subject-Matter Experts (SMEs) to create implementation plans and tasks for all project deliverables.

**Ongoing Project Management:** Work with Operations Lead to develop campaign/project milestones. Work with team members through each project stage to accomplish project objectives. This includes liaising between client and creative teams, setting up internal

# Louder<sup>7</sup>

and external meetings, sharing and implementing feedback, and ultimately delivering assets and campaigns on-time, on-budget, and with best-in-class results.

**Organizer of Chaos:** Collect project assets, communication, and any other project needs from a variety of channels (meetings, calls, emails, Slack messages, etc.) and organize them in a systematic and easily-accessible structure so anyone working on the project has exactly what they need at a moments notice. Document updates in our project management tool and keep the system polished and running smoothly.

**Driving Projects to Completion:** Actively drive projects to completion. Be the person who knows where a project stands in the process and what is happening daily to move the project forward. You'll plan for and mitigate risks before they happen and keep internal and client teams up-to-date with what's happening now and what's happening next to keep the project moving forward.

**Communication Lead:** Foster seamless communication as the primary point of contact between client and creative teams by leading client pulse calls/video chats and internal team meetings, including taking and delivering notes, compiling action items, and providing agendas. You'll be more than a communication conduit between clients and team members—you will learn to provide answers, insights, and helpful perspective to client requests.

**Assist with Forecasting and Resource Management:** Work with Operations Lead to schedule internal team members on current and future projects, ensuring that the team is operating at full capacity and identifying any gaps or overload.

**Quality Control:** Assist in day-to-day project and client support, delivering exceptional, professional, high-integrity client service. This may include executing “last mile” tasks such as entering content on a website page or email, helping QA a landing page, review videos or PDFs for accuracy, or whatever is required to ensure every delivery is shipped with attention-to-detail in mind to meet known client expectations.

## About You

**You are outrageously organized.** Color-coding, folders, and systems are the stuff of dreams. Taking an idea and turning it into a timeline of clear deliverables actually sounds like a fun way to spend a day to you!

# Louder<sup>7</sup>

**You are incredibly skilled at both micro and macro thinking.** Making sure the big picture is always moving forward by way of all the tiny details that need to get done.

**You love people.** You're a natural supporter, and knowing that you've set someone else up for success gives you enormous satisfaction. You love connecting with people on a personal level, while working together to get the work at hand completed.

**You're big on follow-through.** When you commit to sending a follow-up, it happens. You take pride in delivering on all your promises and exceeding expectations on deadlines.

**You are great at playing detective.** You love finding solutions to problems, researching options and articulating the pros and cons of each.

**You are pro-proactive.** You do NOT thrive on being micromanaged and you love to be given the freedom to excel in your job without being given every step to get there. You want to find ways to make your job better without needing constant oversight.

**You are open, direct, and straightforward.** You believe that honesty, awareness, and ownership are the direct routes to problem solving.

**You'd rather not play the "blame game," but instead just correct the issue and keep moving.** You are a solution-based thinker who investigates why things went wrong with the goal of improving the process. You believe that a process problem lies at the root of most apparent people problems. Your positive attitude helps keep morale high and the team moving forward.

**It is pretty impossible to faze you and you're able to take a hit and keep rolling.** Your goal is to get it done, even if the path that gets there isn't quite the one that you anticipated!

**You're a lifelong learner.** You enjoy growing and seek out ways to hone your craft through books, podcasts, training and good ol' Google searches.

## About Us

**Louder Agency is a digital marketing and web agency dedicated to helping purposeful brands make a positive impact on the world.**

We are a fully remote company based in Louisville, KY with team members across the country. While we work with a variety of industries, we focus on serving ministries, live

# Louder<sup>7</sup>

events, and other purposeful brands. We believe in leveraging technology to facilitate meaningful human-to-human interactions.

We believe in being intentional—always seeking the why, choosing the best option, and doing the right thing even when it's not easy. We care about what we do.

We are committed to always improving—always learning, growing, and never settling for the way things are today. We expect progress, not perfection.

We put people first. We strive to build relationships, be human, show empathy, and respect others. We keep priorities in mind, graciously taking care of ourselves and each other as we work together.

We set clear expectations. We communicate often and honestly. We do what we say and strive to exceed expectations.

We strive to live up to these ideals, creating a healthy environment where individuals and the team as a whole can do great work with great people.

## Skills and Qualifications

- Organization skills are a must due to the range of projects, milestones, and deliverables that run concurrently.
- Excellent written and verbal communications skills—seriously.
- Ability to manage multiple projects and deadlines.
- Professional experience in project management, client communication, or other digital agency roles preferred.
- A working knowledge of agency workflows and a desire to learn more about modern website and digital marketing best-practices.
- The ability to embrace and learn new technology quickly is essential. Candidates who know their way around WordPress, Teamwork, Slack, Active Campaign, and Apple devices will have a head start.
- Synergy.



## Application

To apply, submit the following via email to [hello@louderagency.com](mailto:hello@louderagency.com) with “Digital Project Coordinator” in the subject line:

1. Cover Letter
2. PDF of your resume
3. Personal and professional references (minimum of three each)
4. A quick video explaining why you would be a good fit for this position

View this position online:

<http://louderagency.com/careers/digital-project-coordinator/>