



POSITION: Brand Services Coordinator

Company Overview

Centricity is a marketing and branding agency located in Reston, VA, proudly serving more than 200 clients, including Fortune 500, leading associations, and federal agencies. We are uniquely qualified to help our clients design and deliver authentic brand experiences that resonate for their employees and their customers.

Our legacy began in what was then called employee recognition and incentives, halfway through our long journey, we added, first organically, and then by intention, customer brand experiences into our portfolio. By attracting the best talent and keeping them engaged, we help clients to build and grow an all-star team. As we move forward together, we have intentionally sought to design our very own brand what we have helped so many other organizations create. A brand story that resonates. Well told, with passion and purpose. A new set of experiences for our team, for our clients and for their customers, members, and guests.

Founded in 1983, we boast 39 years of growth. This is due in part to the technology platforms, unmatched customer service, and proven expertise providing engagement solutions for Fortune 500 companies and market leaders. We have an open and engaging work environment, collaborative approach to solutions development, and strong leadership. Our unique expertise creating solutions for both employees and customers formed the foundation for what would ultimately become Centricity – the center point where both meet, creating synergies for every brand we serve.

Position Overview

As a **Brand Services Coordinator**, you will become knowledgeable about our business through an established training program. Most notably in a few key areas: Centricity capabilities and offerings, client profiles and specific needs. Through established processes, you will be able to execute established scope of work and inspect details before releasing any client order into production. You are responsible for meeting client expectations set forth by VP of Brand Services and will have significant client interaction. You will collaborate with Brand Services Team on new opportunities and process recommendations while delivering a stellar client experience throughout the entire order cycle.

Working alongside a proven team of industry experts, you will assist with the production logistics in the successful delivery of product-based solutions to premier clients for the Brand Service Team. Utilizing our integrated CRM/Order Management platform, you will be responsible for handling client requests, the full cycle production of orders and execution of programs while managing vendor relationships. You will also participate in Brand Services Team strategy sessions and regular meetings to evaluate customer experience, contribute to marketing plans, and content generation and workflow efficiency.

Primary Duties:

- Order entry and data accuracy assurance
- Vendor Relation Management
- Client Relationship management
- Purchase order creation/management (initiated by your Brand Success Manager who will hand them off to you for processing/management. In some cases, you will initiate orders on your own and be responsible for programs on your own.)

- Artwork proofing
- On time delivery management of products and projects
- Invoice processing (specifically resolving errors/issues)
- Minor accounts payable functions (billing clients, invoice reconciliation, collections communication)
- Process several new orders a day while simultaneously managing the status of other ongoing jobs daily
- Critical event date driven projects mean you will often have to balance many orders with critical deadlines
- Must complete training on proprietary software system that is used for all order management. Training is provided in house
- Must also be proficient in using Outlook, Excel and PowerPoint and be extremely organized and efficient to be effective
- Can report back to Brand Team and Management on overall programs and specific projects on a pre-determined schedule
- Maintain on-going status report of all current jobs/projects and be able to clearly communicate active and accurate statuses of each order
- May also include other various administrative duties as assigned

Your Qualifications

- Highly organized and detailed with the ability to adapt to a quickly changing task list, works well under pressure and is a self-starter who takes initiative to find answers under firm deadlines
- Attention to detail is a must – each order/project is different any requires a level of critical thinking and judgement
- Comfortable using independent judgement and not afraid to “own” their work, does not wait to be told what’s next and can take the lead on resolving issues - an INDEPENDENT THINKER!
- Has a sense of passion, empathy, and urgency for our clients AND for Centricity
- Proactive communicator who doesn’t need prompting and keeps their clients and team always updated
- Excellent computer skills (MS Office, Excel etc.) and comfortable talking in an extremely professional manner to all types of clients and partners
- Creative mindset able to contribute ideas to Brand Team and articulate concepts for content generation
- Offer top notch customer service and client experience
- Must be punctual and able to commit to staying until tasks are completed
- Trustworthy, Honest and Dependable
- College degree or equivalent combination of education and experience sufficient to successfully perform the job duties as outlined

To be a good fit for this opportunity you will...

- Support our Mission, live our Values and understand your part in the company’s success.
- Be highly motivated, an over achiever, and team player. An individual who has an entrepreneurial spirit and mindset plus flexibility toward dynamic change
- Operate with the highest level of integrity
- Be an "Out of the Box" thinker who is both creative and innovative, with the ability to think strategically while maintaining focused results and execution
- Have a propensity to succeed both personally and professionally, focused on achieving results and exceeding goals and objectives
- Have a positive "can do" attitude and a true passion for what you do!
- Willing to "go with the flow" and someone who can get along with ALL personality types

Additional Information

- Hybrid position in Reston, Virginia with the possibility of being fully remote for the right candidate.
- "No Meeting" Wednesdays
- Internal Company Recognition & Rewards
- 401k and Health Insurance Benefits
- 9 paid company holidays with an additional paid week off between Christmas and New Year's Day

Compensation

Exact compensation may vary based on skills, experience, and location. Starting salary of \$50K plus quarterly bonus plan.