



Client Coordinator Job Description

Resonate Recordings is more than a podcast production company; we are a collective of audio professionals and branding creatives who are motivated to make podcasting easy for our clients. We are trained and educated to use innovative technology to help create a quality podcast that represents our client's unique creative expression so it will resonate with their listeners. Since 2014 we have been committed to building something bigger than a podcast production company. We've accomplished this by bringing together an amazing team of audio engineers and branding creatives, allowing our client's instant access to the most talented and competent podcasting partner in this industry.

Summary: As a fast-growing company, we are looking to add a Full-Time Client Coordinator (CC) to our team who understands our vision and who is eager to grow with our team. The ideal candidate must exhibit a willingness to learn and adhere to our standards of quality as well as efficiency. This position reports directly to the Operations Manager and functions as an account representative for Resonate clients. They will be the main point of contact and liaison for a dedicated group of clients from on-boarding to active production, for the duration of their time with our company. Because it is our desire to be the best podcast production company, we are looking to add team members who are passionate about superior customer experiences and who are hungry to help us achieve this goal.

Position Features:

- This is a full-time salaried position that offers medical, dental, vision benefits, and PTO after 90 days of employment
- This is an in-house position that will require you to work from our Louisville, KY office with some remote opportunities after 1 year of employment.

Qualifications:

- Warm, welcoming, personable disposition is *mandatory*
- Strong soft skills and professional written/spoken grammar are *mandatory*
- A self-driven and focused mentality with attention to detail is *mandatory*

Goals:

- Quality of work: Always maintain the highest level of personal work ethic.
- Accuracy of work: Execute all responsibilities with accuracy, appropriate professionalism, and coherency.
- Ownership of work: Take ownership of all aspects of the position with a willingness to learn from mistakes and find ways to self-improve.

- Client Advocacy: Do everything possible to ensure all content is delivered to our clients on time and ensure their satisfaction at all costs.

Primary Responsibilities:

- Ongoing Client Management
 - Be the primary resource to answer or facilitate answering any and all questions or concerns of clients under care.
 - Be the liaison for the client to the Resonate team and from the Resonate team to the client.
 - Oversee and coordinate the daily production for clients under care to ensure their podcast, social and video content is returned on time and the Resonate production team is clear on expectations from the client.
 - Reply to all app comments, emails or phone calls from clients under care in a reasonable time frame (as quickly as possible and within 24 hours of client submission).
 - Evaluate and identify appropriate ways to ensure each client's customer experience is superior and their satisfaction is maintained.
- Client Handoff
 - Collaborate with Sales Team after a new client closes to understand the scope of services they purchased and identify how to best facilitate their onboarding process.
- New Client Onboarding
 - Review each new client's Podcast Profile prior to their onboarding call to understand the details of their specific brand or podcast.
 - Coordinate onboarding calls with new clients through phone or video chat.
 - Review the scope of services purchased and assist in answering questions regarding the submission process of their content to our team and the production and launch processes.
 - Look for additional opportunities for Resonate services as appropriate.
- New Podcast Launch
 - Project manage the production, creative and administrative process from onboarding towards a successful, launched podcast.
 - Coordinate conversations between clients and other key Resonate team members throughout the launch process to ensure music, art, trailers, pre-production, and episodes are completed in a timely manner.
 - Coordinate the sourcing and sharing of new podcast music, artwork, voiceovers, and podcast websites and oversee the setup process of hosting and directory submission.

To apply, please submit your information using [this form](#). All Additional questions can be sent via email to hr@resonaterecordings.com