MASSACHUSETTS
CONVENTION CENTER
AUTHORITY

DIGITAL MEDIA ACCOUNTS COORDINATOR

SUMMARY:

The Digital Media Accounts Coordinator is responsible for assisting the Digital Media Accounts Manager. This position will allot most time to the accounts function; as a point of contact for event customers, helping them to leverage these displays and understand design and operating requirements. This role works closely with a variety of departments to ensure all needs are met regarding dynamic digital media production. The MCCA Digital Media Team operates in a fast-paced environment offering digital design services to a variety of customers including event clients, exhibitors, community groups and internal constituents. The Digital Media Accounts Coordinator will also assist the Digital Operations Manager at times and be exposed to the content programming and scheduling responsibilities in digital media.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Digital Media Accounts Manager may designate various other activities. *The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable accommodation.*

Client Relations

- Assists the Digital Media Accounts Manager with the entire life cycle of digital projects, includes creating production timelines and recording progress via project management software and tracking tools
- Assists with on-site client previews of event content for Digital Displays
- Participates in client communication process as needed
- Works closely with the Digital Operations Manager to program and schedule content that meets customer specifications and timelines
- Participates in community event discussions as assigned
- Participates in client preview visits for Digital Displays as needed

Content Creation

- Assists with template-based content for MCCA event customers
- Assists with photographing and recording digital displays for client review and MCCA record keeping
- Creating/updating internal/external documents (SOPs, Content Creation Guidelines, etc.)

SUPERVISION RECEIVED: Supervision is provided by the Digital Media Accounts Manager and includes assignment of duties, inspection of work, training, coaching, and performance evaluations.

EDUCATION/ EXPERIENCE: Bachelor's degree and or equivalent combination of education and experience in client relations and projects. One year of work experience preferred.

- Customer service experience
- Excellent written and verbal communication and interpersonal skills, and the ability to interact with individuals of varying degrees of responsibility
- Proficiency with Microsoft Office suite and project management software required; experience with the Adobe Creative Suite and content management systems is helpful.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK SCHEDULE: This is a full time position. The work schedule for this position will vary depending upon the needs of particular events or projects. Occasional late nights, early mornings, long days, weekends, holidays and "on call" duty required.

DRESS CODE: In order to project dignity and decorum expected by the public, appropriate dress and good grooming are expected of all employees.

To apply online please visit:
https://workforcenow.adp.com/jobs/apply/posting.html?client=massconven&jobId=142461&lang=en_US&source=CC3