



Job Title	Account Coordinator
Reports To	Chief of Staff
Hourly Pay	\$20.00/hour
Exempt/Non-Exempt	Full time; Non-exempt
Department	
Summary	This position will directly support RCS crew members with content creation, basic website updates and editing, content management, client correspondence and other duties. In this role, the ideal candidate will work directly with Account Managers to meet and exceed client requests, project coordination and the creation and posting of client content. This is a fully remote role that requires an individual who can work well with multiple deadlines and track different client needs.
RCS Core Values	<ul style="list-style-type: none"> • Community-forward - Coffee Shop crew members are dedicated to cultivating community. Crew members create community by engaging with and including all people within The Coffee Shops and the industries, creating space for those who need it and treating all with respect. • Empowered - Coffee Shop crew members are empowered to advocate for themselves, their colleagues and their clients. Our empowered crew strives for the betterment of ourselves, our families, our company and our industries. • Changemaker - Coffee Shop crew members are changemakers. They are willing to try new or different ways of doing things within The Coffee Shops and in our industries. They bring creative solutions to the table as well as ideas for new initiatives. • On-it - "On-it!" crew members understand there is a sense of urgency with all tasks and are equally responsive to messages, problems and inquiries from both customers and coworkers. "On-it!" crew members are tenacious – determined to succeed, see tasks through to completion and solve problems big and small. <p>All employees of The Coffee Shops will have demonstrated a commitment to the above core values.</p>
Primary Responsibilities	<ul style="list-style-type: none"> • Basic web updates and editing • Content administration • Client correspondence • Find and size images when needed • Content creation
Supervisory Responsibilities	<ul style="list-style-type: none"> • None
Education	<ul style="list-style-type: none"> • High school degree or GED
Knowledge, Skill and Experience Required	<ul style="list-style-type: none"> • Strong relationship-building skills and experience • Excellent organizational skills • Strong written and verbal communication skills • Proficient in Microsoft Office Suite i.e., Outlook, PowerPoint, Word, Excel

Knowledge, Skill and Experience Preferred but not required	<ul style="list-style-type: none">• Roofing industry knowledge and relationships• Basic website support and editing• Basecamp familiarity• Knowledge of AP Style• Able to size photos and graphics in tools like Canva, BeFunky or Adobe Express
Working Conditions and Physical Demands	<ul style="list-style-type: none">• Work will be remote• Work will be conducted via computer or phone