



Website Fulfillment Specialist

Position Title: Website Fulfillment Specialist

Reports Directly To: Senior Digital Production Manager

Reports Indirectly To: Chief Operating Officer

Location: Remote Employee

FLSA Status: Hourly

Summary:

The web fulfillment specialist is primarily responsible for directly communicating with clients and partners, coordinating all aspects of website fulfillment, collecting website assets from clients, and delivering those assets to the web team for development.

This role requires exemplary customer service provided to clients in person, via email and phone, as well as collaboration with other employees. Those in this position will work to ensure client satisfaction in fulfilling websites by managing client relationships, setting correct expectations, and communicating with clients effectively.

Essential Duties and Responsibilities:

- Sets and maintains client expectations
- Coordinating, monitoring fulfillment, and delivering websites
- Manages timelines and project elements effectively
- Understand and speak confidently about our product line and process
- Act as a team member of partner agencies
- Transfer client information into project management system in a timely manner and notify those assigned to project
- Present deliverables to clients via phone or email.
- Coordinate client and team member schedules to book appointments.
- Contact clients frequently and consistently to keep projects moving forward.
- Determine and communicate upsell opportunities

Required Qualifications and Skills:

- Verbal and written skills to effectively communicate with the team in regards to projects
- Strong organizational skills
- Capability to thrive in a fast-paced environment
- Ability to see the larger scope and impact of a project and offer suggestions and solutions to a client during production
- Ability to think objectively and strategically

Preferred Qualifications and Skills:

- Basic WordPress knowledge
- Basic knowledge of and familiarity with CSS and HTML5 in regards to how they work
- Basic knowledge of domains, DNS, and hosting and how they work together
- Basic knowledge of responsiveness and optimizing for mobile environments

Requirements

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.

- Other duties may be assigned
- Strong communication skills
- Basic knowledge of social media channels and online marketing concepts
- Conducts himself/herself in a professional manner at all times
- Follows all rules and regulations set forth in the latest employee handbook if applicable

Education and/or Experience: BA/BS degree in an appropriate discipline preferred.

Supervisory Responsibilities: N/A

Physical Demands:

The physical demands of this job are typical to any office environment. It requires using a computer, using a telephone and -- depending on proximity -- occasionally making in-person visits to clients or prospective clients. 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:

This is a work-at-home position. Depending on the employee's proximity to Rockland, Maine, the employee may occasionally be asked to attend meetings in or near Rockland. 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.

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