



**PEPPERSHOCK**  
Media

16719 N. Idaho Center Blvd.  
Nampa, ID 83687  
p: 208.461.5070  
[www.peppershock.com](http://www.peppershock.com)

**Position description for:**

**Traffic/Account Coordinator (20-29 hours/week)**

THE TRAFFIC/ACCOUNT COORDINATOR generally provides assistance to the account manager in the day-to-day management of accounts and is responsible for the internal scheduling of work throughout the agency. The traffic/account coordinator assists in opening all jobs entering the agency and assigning a step-by-step schedule of completion to each of those jobs as it is entered. Under the direction of the account manager, the traffic/account coordinator interfaces with various agency departments to move projects through on behalf of the client.

The traffic/account coordinator posts an internal status report of all active jobs in the agency, assigning a status to each job. Everyone in the agency should receive this report via internal email. The traffic/account coordinator also tracks and/or physically moves jobs from one step of completion to the next.

As changes in timing or scheduling take place, the traffic/account manager must be informed so an accurate schedule can be produced.

*Reports to the account manager and creative director.*

**Minimum Qualifications:**

- Bachelors Degree in Marketing or Communications or equivalent experience
- 3+ years of professional experience
- Demonstrated experience implementing marketing or advertising campaigns
- Knowledge of Workamajig or project management software a plus
- Social media and copy writing experience a plus

**Responsibilities:**

- Provides administrative assistance to account manager and creative director on day-to-day client activities, including responding to client phone calls and emails, handling mail/packages, production and creative deadlines, media placements, etc., to ensure continued progress of client workflow in the absence of the assigned account manager.



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- Stays aware of client activities to provide backup when account manager is unavailable.
- Gathers and assembles background information and analyses as needed by account manager in development of briefs, etc.
- Provides input in planning stages as requested by account manager. Assists in processing final copy, agendas, conference reports, proposals, correspondence and other materials related to account service (except billing, production quotes/purchase orders, media plans), and preparing the above for client presentations.
- Handles paperwork and maintains digital and hard copy files on all client activities, their competitors and their industries; maintains client correspondence file, approvals, copy, forms/documents, supplies for daily processing and tracking of account service work, etc.
- By account manager request, takes minutes at meetings, prepares and distributes reports, etc.
- Assists account manager in making sure all media and projects proceed according to plan and deadlines, drawing attention of account manager to potential problems before they occur.
- Proofreads copy, artwork, agency and printers' proofs as requested or schedules proofreading personnel. Writes/rewrites copy for social media and print.
- Reviews work schedule with account manager, creatives, video production, social media, and interactive/web development staff.
- Reviews any Job Change Orders from account manager/clients and copies to affected agency personnel.
- Revises schedules and distributes to all departments a "Hot Sheet," listing the most pressing jobs for the day and their current status. Also publishes a



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weekly production status report to advise all departments of schedules and job status.

- Expedites all “crisis jobs.” Majority of work should flow through creative/production on a reasonable, scheduled basis, as directed and supervised by the account manager and creative director.
- Communicates regularly with account manger about the current status of all jobs in progress in creative/production, based on input from art director and creative director.
- Reports any problems affecting job quality, due dates and costs to account manager.
- Notifies account manager when necessary to contact clients for any materials, information, etc., required to complete scheduled projects.
- Contacts clients directly only as requested by account manager or creative director.
- Works with account manager in selecting vendors for all jobs, based on quality control, budget, timing, etc. Assists account manager in job estimating, vendor specifications, etc.
- Is notified when internally approved copy, layouts, etc., are forwarded to account manager for client approval. Retrieves client-approved materials from account manager to continue production process. Makes sure all material is properly signed off as approved by account manager, creative director and client.
- Obtains quotes from art and photo suppliers, freelancers, other vendors as required by account manager. Researches specialty items and purchases items for clients. Issues purchase orders to vendors as requested by account manager.



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- Notifies the account manager when a job is completed, so s/he can review and close the job and alert accounting the job is ready to bill.
- Works with media to obtain publications' specifications and extensions when necessary.
- Photocopies and collates materials for presentations and client meetings.
- Maintains current computer skills related to daily job functions.
- Assists in answering telephone calls according to agency protocol.

To apply submit a resume, and references to [jobs@peppershock.com](mailto:jobs@peppershock.com).