

Role: Project Management Coordinator

Reports To: Manager, Direct Order Operations, TSMGI Promotions

The Specialized Marketing Group, Inc.

- **Who we are:** The Specialized Marketing Group, Inc. (TSMGI) – a global marketing agency specializing in sports, events, and promotional products that bring brands to life.
- **What we do:** We create innovative programs that grab attention, spark conversations, and help brands stand out in a big way.
- **Our approach:** We offer the best of both worlds – the personalized attention of a small business combined with the big ideas and capabilities of a larger agency.
- **Founded:** Since 2000, we've been working with some of the biggest names, including Fortune 500 companies and market leaders.
- **Recognition:** Proud to be named a "Top 200" agency by Chief Marketer Magazine every year since 2008.
- **Where we're located:** Our main office is in Deerfield, IL, just north of Chicago, with teams in Milwaukee, WI; Lexington, KY; Charlotte, NC; Denver, CO; and Madrid, Spain.
- **Stay connected:** Follow us on Instagram, Twitter, and LinkedIn @TSMGI.
- **Want to learn more?** Visit us at www.TSMGI.com.

The Project Management Coordinator Role

The Project Management Coordinator is responsible for performing the day-to-day order processing functions for TSMGI's Promotional Products division. Primary responsibility is to support the Client Account Teams which includes, but is not limited to, efficient, timely processing of orders; researching and resolving order discrepancies with vendors, customers and Account Teams; responsive resolution of any order-related concerns involving client questions, product quality, accounting, technology, purchasing, inventory and shipping.

This position is based in TSMGI's HQ office in Deerfield, IL (Chicago suburb), and requires a fair amount of travel for client activations particularly aligned with the fall and spring college athletics seasons.

Why you'll love this role:

- **New and exciting opportunity:** Be part of a newly created role at a fast-growing global promotional marketing agency with plenty of room for growth.
- **Career development:** We believe in promoting from within, making this a great place to grow your career.
- **Unique industry:** Work in a dynamic business that combines marketing, sports, experiential events, and promotions.
- **Collaborative team:** Join a close-knit team that thrives on camaraderie and teamwork.
- **Great culture:** Enjoy being part of a company with long employee tenure, a strong sense of belonging, and delivering great work for our clients.
- **Work-life balance:** Benefit from a hybrid work schedule that offers flexibility for a better work-life balance.
- **Comprehensive benefits:** We offer great benefits like medical, dental, vision, life insurance, a 401k / Simple IRA, PTO, and more.

Key Responsibilities

What you'll do as a Project Management Coordinator:

- **Follow departmental order practices:** Contribute to a culture of continuous improvement in accuracy and efficiency.
- **Address, resolve, and respond to customer inquiries:** Ensure all order-related questions or concerns are managed effectively.
- **Provide feedback to the Customer Services Manager:** Contribute to updates for the Customer Services manual.
- **Process orders efficiently:** Align with department standards for volume, accuracy, and turnaround time.
- **Resolve order discrepancies:** Ensure issues are addressed within agreed interdepartmental and client-driven timelines.
- **Interact with customers professionally:** Foster responsiveness, courtesy, and strong client relationships.
- **Support team development:** Assist colleagues to enhance skills and overall team effectiveness.
- **Promote a motivated work environment:** Contribute to a supportive and engaging department culture.
- **Accept and apply feedback:** Continuously improve performance through daily, weekly, and monthly evaluations.

What We're Looking For:

Key Deliverables for this Role:

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| <ul style="list-style-type: none"> • Customer service: Experience in Customer Service is a plus. • Strong customer service orientation: Demonstrate a commitment to providing excellent service. • Effective interrelationship skills: Build and maintain positive relationships with clients and colleagues. • Decisive problem-solving ability: Quickly assess and resolve customer issues efficiently. • Accurate data entry: Maintain precision and speed when handling information. • Tech-savvy with ERP systems: Possess strong aptitude for navigating and utilizing enterprise resource planning software. | <ul style="list-style-type: none"> • Attention to detail and multitasking: Demonstrates strong attention to detail while effectively managing multiple tasks in a fast-paced environment. • Consistently meet order entry standards: Deliver timely and accurate processing in line with Department expectations. • Problem-solving responsiveness: Address external and internal customer issues in a timely manner. • Performance feedback receptiveness: Remain open and responsive to constructive input. • Department morale contribution: Maintain a positive and supportive attitude within the team. • Team support: Offer assistance and encouragement to colleagues. • Clear communication: Convey customer service issues succinctly and effectively. • Process improvement: Suggest new and revised ideas for department "Best Practices." |
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Physical Requirements

- **Standing/Walking:** Occasionally
 - Remaining on one's feet in an upright position at a workstation or moving about a work area.
- **Sitting:** Frequently
 - Remaining in the normal seated position.
- **Carrying/Lifting:** Frequently
 - Moving or raising an object, either by holding it in the hands, arms, or on the shoulders, or by using the hands, arms, shoulders, back, and legs to lift or lower it from one level to another.
- **Pushing/Pulling:** Occasionally
 - Exerting force upon an object so that the object moves away from/toward the force.

- **Climbing:** Occasionally
 - Ascending or descending ladders and stairs using feet and legs, and/or hands and arms.
- **Stooping/Kneeling:** Frequently
 - Bending the body downward and forward by bending the spine at the waist or bending the legs at the knees to come to rest on one or both knees.
- **Reaching:** Frequently
 - Extending hand(s) and arm(s) in any direction.
- **Handling:** Frequently
 - Seizing, holding, grasping, turning, or otherwise performing precision work with hand(s).
- **Bending/Twisting:** Occasionally
 - Continual, intermittent rotation of the spine.
- **Talking/Hearing/Vision:** Constant
 - Expressing or exchanging ideas through spoken words, receiving detailed information through oral communication, and maintaining clarity of vision at both near and far distances.
- **Technology:** Constant
 - Computer Usage or other special equipment operated

How to Apply

- **Ready to join our team?** Send your resume, cover letter, and references to jobs@tsmgi.com. We can't wait to hear from you!

Additional Information

The estimated salary range for this role is \$36,500-\$45,000 annually. The actual salary will vary based on applicant's education, experience, skills, and abilities, as well as internal equity and alignment with market data. The salary may also be adjusted based on applicant's geographic location.

This role is eligible for healthcare (medical, dental, and vision), life, accidental death and dismemberment, short and long-term disability plans. Additional benefits include paid time off and a SEP-IRA retirement fund funded by both the employee and employer contributions. This role is also eligible for an annual salary increase and a year-end bonus based on the financial success of the company and the individual's performance.

At TSMGI, we're all about creating a workplace that feels as rewarding and enjoyable as it is productive. We take pride in our culture built on mutual respect, collaboration, and genuine camaraderie. We want our employees to look forward to coming to work every day—and we make that a priority! From complimentary lunches every Tuesday to our exciting monthly Town Hall meetings, we're constantly finding ways to connect and celebrate our team. Plus, our dedicated "Fun Committee" keeps things lively with creative and unique office activities throughout the year. And when the holidays roll around, we go all out with a memorable year-end celebration that brings everyone together.

TSMGI is committed to creating a diverse environment and is proud to be an equal opportunity employer and committed to compliance with all fair employment practices. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, pregnancy, disability, age, veteran status, or other characteristics.