



## Position: Operations Coordinator

### Who is Acadia?

Acadia is a WBENC Certified business founded by engineers that provides sales enablement and digital marketing services to B2B industrial companies through a functional process that we call Omnibound®. This process assesses friction points that commonly exist between sales and marketing procedures, the tools/technology used, and in handoffs between teams. We then align sales and marketing teams with the correct technology and processes they need to communicate more efficiently. After optimizing a client's sales pipeline, Acadia becomes an extension of their sales and marketing team providing digital marketing services such as email marketing, social media management, list builds, outbound lead generation, inbound lead generation and content marketing.

### Who is Acadia Looking For?

Acadia is looking for candidates to fulfill the Operations Coordinator position. This position will report to the Operations Manager, although directives may be given by other members of the management team. This position is responsible for assisting with the overall successful performance of Acadia's delivered programs that include inbound marketing and outbound sales services, surveys, and research. Additional responsibilities may include reporting and occasional execution of services as needed to support the production team in times of increased service loading.

### Acadia is looking for candidates with the following skills:

- Ability to meet deadlines, communicate clearly, and manage multiple programs and tasks
- Ability to deal well with rapid changes and feel comfortable navigating uncertain/ambiguous situations
- Excellent verbal, listening, and written communication skills
- Ability to work independently and with a team, although follow processes
- Ability to be a strategic thinker and independently solve problems
- Detail oriented is very important
- Degree or business experience in similar position
- Strong organizational skills
- Proficient with PC applications such as Microsoft Outlook, Word, Excel, PowerPoint required
- HubSpot, Wrike, SharePoint, and QBO, or similar system experience preferred



- Ability to communicate effectively, and champion causes within the company
- Ability to execute a diverse workload, successfully prioritize multiple tasks, comfortable in fast-paced environment
- Strong understanding of customer requirements. If not fully aware of requirements, take initiative to learn
- Self-Starter, willing to be a life-long learner

If you join the Acadia team, some of your responsibilities would include:

- Take meeting minutes and assign tasks to the team accordingly
- Prepare and file relevant documents
- Assisting the Operations Manager
- Promptly answering the questions of the team
- Provide research as needed
- Assist in managing internal and contract resources
- Provide superior internal and external customer service through ongoing communications, timely and responsive feedback
- Follow and deploy processes and procedures that result in excellent customer service
- Work hand in hand with staff on digital and 'non digital' projects as required in order to learn and understand expectations and all aspects of marketing
- Communicate to internal staff and internal and external clients by all available means including but not limited to, email, verbal conversation
- Participate in internal and client meetings as required
- Creation of reports as requested
- Effective utilization of online project management tools provided by Acadia

Additional Information:

- Full time, 8:00am-5:00pm, salaried position

Benefits:

- Paid Parking
- PTO, Simple IRA, medical, dental, vision, and life insurance
- Weekdays only; Summer Fridays
- Nice office environment in downtown Dayton
- Fun, dynamic team culture
- "Best Places to Work in Dayton" honoree 2019