



Marketing & Customer Relations Coordinator

Chesapeake Painting Services is a professional home services and contracting company, specializing in interior and exterior painting, based in Annapolis, MD. We are the highest rated contractor in Angi, Yelp, Google Reviews and Home Advisor, and we take our reputation very seriously. We are proud of our work and our team is representative of our core values and what we stand for as an organization. As we grow, we are looking for new team members who embody the same characteristics of integrity, honesty and hard work. Every member of our team is expected to go above the call of duty at times and step outside their normal job function, while embodying an enthusiastic “can do” approach to every task everyday.

This is a unique role in the business, which will require you to bring something to the organization above and beyond the scope of this job description. We need someone who will innovate, try new things, be highly enthusiastic every day, willing to work directly with customers, vendors and team members alike. Each of our team members brings a ‘hunger’ the company, which represents an inner drive to constantly improve while helping the business grow. If you believe these qualities represent you, please apply today.

Primary Responsibilities

- Managing most marketing responsibilities, including social media platforms, email campaigns, promotions, events, liaising with our paid media consultant, and print media.
- Generate content, articles, blogs and other materials to help promote the business.
- Pre-qualify customers and manage new leads, serving as one of the primary customer-facing members of the team.
- Supporting sales and estimating team, managing key follow up with customers to convert sales.
- Handling incoming phone calls, emails, and other communications.
- Maintain CRM and customer data, and help improve systems, automation, and innovations to increase customer satisfaction and retention.
- Help manage website updates, landing pages and related changes.
- Greeting customers and visitors as needed in the office.
- Organizing customer gifts and ensuring timely delivery.
- Helping organize and maintain office common areas.
- Support general office clerk duties and errands.

Minimum Requirements

- 2 years experience in marketing, social media management and/or entry level sales.
- Minimum Associates Degree with preference given to marketing or communications focus
- Ability to write clearly and create innovative content.

- Experience working with Google docs/sheets/presentations and Microsoft Office apps, notably spreadsheets.
- Experience with CRM platforms a plus.
- High preference given for Spanish language proficiency
- MUST be very familiar with computers and be a problem solver.
- Ability to work well under limited supervision with a 'figure it out' mentality, and a willingness to do whatever is necessary to help the business succeed.
- Great communication skills and willingness to speak with customers, vendors, management, and all members of the team on a daily basis.

Compensation

- \$40,000 base salary with potential for bonuses after 90 days of employment (projected to be approximately \$3-5K potential annually)
- 2 weeks paid vacation (begins to accrue from start of employment)
- Opportunity to participate in retirement plan with up to 3% employer match after 90 days
- Sick days and bereavement

Application Process

- Please send your resume and a cover letter to the attention of Mrs. Georgia Rinaldi at info@chesapeakepainting.net and note in the subject line your full name and the position for which you are applying.

To learn more about Chesapeake Painting Services, please visit www.chesapeakepainting.com.