



## **Online Brand Ambassador**

Interested in a ground-floor position in marketing? Have a real passion for solving problems?

GRM has an immediate need for a customer relations person. Not the usual customer service rep - an online concierge is what we really envision – a brand ambassador for our client.

GRM is a 9-year old marketing agency that specializes in social media for our clients. Our success and responsiveness in social programs has led to an unexpected, but natural extension of what we do – online customer service.

The online concierge's primary responsibility is to handle all online and social media questions, complaints and product requests. Turn problems into opportunities for referral. Other online projects may be included, based on workload.

This is a full-time position, based in our Midtown office. It is salaried, with health insurance and other benefits. The right person has a hospitality mindset and is interested in helping to build this practice area of GRM. We anticipate the position will evolve and grow over time. Good computer skills, able to multi-task and stay organized and a helpful attitude are the keys to success.

### **Compensation and Incentives:**

This is an entry level position.

Base salary and overall bonus will be reviewed annually and adjusted based on individual's efforts in impacting overall agency financial performance.

100% employer-paid Health and Dental Insurance for Employee.

100% match on IRA for first 3%.

10 days paid vacation.

13 paid holidays.

Continuing training.

**About GRM:**

GRM is at heart a brand marketing agency, focused on building programs that drive referrals. Our approach is to build more “zealots” for our clients’ brands and products. We’ve coined it, “*Zealotry Marketing.*” Customer engagement is key to referral – strengthening the relationship between client and their “zealots”; among and through zealots (to their contacts); building new zealots through engagement and targeting like-minded prospects.

Visit [www.grmworks.com](http://www.grmworks.com).

To be considered for this position please email April Voris – [april@grmworks.com](mailto:april@grmworks.com) with cover letter, resume, writing samples and what you are a zealot for.