

# MILLS & MILLS LLP

BARRISTERS & SOLICITORS

ESTABLISHED 1884

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**Position:** Marketing & Client Services Coordinator  
**Reports To:** Managing Partner/Chair of Marketing Committee  
**Department:** All Departments

Are you a marketing professional with an interest in working in-house? Do you understand the need for maintaining strong client relations? Do you want to be the point person for all marketing, branding and event planning for a prestigious firm? If so, this is the ideal position for you.

Mills & Mills LLP is a mid-size growing law firm, with over 80 employees. Our core values that help guide each member in our firm are: **Integrity, Competence, Initiative, Cooperation, Respect and Care**. For us, there is no better question than “how can I help?”

We have the depth of talent and experience to serve clients at the highest level while maintaining a work environment that is enjoyable, supportive, and collegial. We offer competitive compensation/benefits and a positive and challenging work environment.

We are currently seeking a marketing & client services coordinator who will promote the firm’s brand and services to existing and new clients, as well as manage the marketing budget, social media presence and internal and external marketing needs and events. The ideal candidate will possess excellent relationship-building and communication skills and have an innate desire to support and promote the success of the firm and its lawyers.

## **Purpose of the Role**

To increase brand awareness; assist with the direction of all public relations of the firm; attract new clients; identify business development opportunities for lawyers; ensure proper client relations and services; implement initiatives of firm committees as required.

## **Responsibilities**

### Communications

- Manage communications with third party service providers
- Manage internal communications to firm members related to initiatives carried out in the role
- Manage social media presence
- Update firm website using WordPress and publish blog posts

### Marketing

- Manage external presence for consistent branding
- Seek speaking opportunities for lawyers
- Maintain relationships with professional associations and community partners
- Participate on the Marketing Committee and implement initiatives including multi-media projects
- Assist lawyers with individual marketing initiatives
- Graphic design and manage online presence
- Track and analyze website and social media metrics

### Support

- Onboard marketing and social media for new lawyers
- LinkedIn support

- Draft updates and announcements
- Create monthly internal newsletter

#### Events

- Manage events calendar
- Run virtual presentations
- Event planning and execution
- Organizing promotional materials and registrations

#### Client Relations

- Reach out to clients for feedback/conduct surveys
- Request and respond to Google reviews
- Field complaints and liaise with lawyers as appropriate
- Holiday greetings, gift and annual recognition
- Manage certain client relationships

#### Requirements

- Marketing diploma or equivalent
- Demonstrated knowledge of marketing principles
- Experience with promoting brands
- Proficiency with all aspects of social media
- Ability to update websites
- Demonstrated excellence in client facing roles
- Strong project management skills
- Demonstrated ability to handle multiple priorities and reporting requirements
- Event management and social skills
- Some experience in a legal environment is a definite asset
- Experience with WordPress, Canva or Adobe Creative Suite, MailChimp, Google Analytics, Google Ads, Microsoft Excel, PowerPoint, Word, Meta Suite Ads, graphic design and video editing preferred

#### Working Conditions

- Full time, overtime is expected occasionally
- Temporary hybrid work environment
- Extra days in office required for events
- Altered work schedule for morning/evening events.

Mills & Mills LLP is an inclusive employer dedicated to building a diverse workforce. We encourage applications from all qualified candidates and will accommodate applicants' needs under the respective provincial human rights codes throughout all stages of the recruitment and selection process. Please advise the Human Resource Manager to ensure your accessibility needs are accommodated throughout this process. Information received relating to accommodation will be addressed confidentially. To apply, please submit your resume to: [rand.bilal@millsandmills.ca](mailto:rand.bilal@millsandmills.ca).