

Account Manager

Do you have a deep understanding and an impressive track record of account management experience? Do you love to foster and nurture client relationships and have a winning attitude and approach? Do you pride yourself on managing and empowering the people around you? Are you looking for an exciting employment opportunity? If so, we should have a conversation! You could be exactly what we're looking for.

We are looking for an experienced Account leader that can foster relationships with our clients and help them achieve marketing goals and needs on time and on budget. Someone that can manage multiple accounts and makes each client feel like they are getting the service excellence they deserve and demand.

As an Account Manager, you will be a motivated, dedicated individual with superior organizational skills and a passion for innovation. Managing all client communications, you will be the professional liaison for all business-to-business contact. You will oversee all client deliverables and develop strategies to accommodate and execute all client requests. You will ensure that projects are consistently delivered on time, with increased profitability.

Our Account Manager will be:

- Organized to a fault. You'll be working with the Principals and Senior Account Executives to put together critical paths, keep track of client deliverables and deadlines, tracking client media and managing client communication.
- A multi-tasker. You'll be required to manage a large volume of work, often working on many projects at the same time.
- A leader. You'll be the studio point of contact for all client communication. Professionalism and initiative is key.
- An innovator. You'll be part of a growing company that finds solutions to any obstacles we face and develops new strategies and ideas that set us apart from our competitors.
- A delegator. You will be able to manage and delegate work to loyal and trustworthy account coordinators.

Key Responsibilities:

- Establishing and fostering long-term relationships with clients and inspiring growth, trust, communication clarity and alignment of end-goals.
- Working closely with the Principals on marketing strategies by performing analysis of customer research, current market conditions and competitor information to determine market requirements for existing and future projects.
- Mentoring and training Account Coordinators, implementing some systems and service-based communication strategies.

- Developing creative solutions for clients to help them achieve their marketing objectives and executing these strategies by developing and managing timelines, schedules, media plans and budgets.
- Providing administrative support, managing client campaigns and day-to-day activities, including research and sourcing, to reach out to our clients' target audiences.
- Prioritizing and executing client requests. Working with the Studio to funnel work through the design studio in a timely and cost-effective manner.

Qualifications:

- Post-secondary degree in Marketing or equivalent.
- 3-5 years minimum experience in Account Management with proven results.
- Superior project management/organizational skills as shown through your ability to manage multiple priorities and demanding timeframes.
- Ability to prioritize and execute requests on a consistent basis for multiple clients.
- Excellent writing and communication skills.
- Fantastic interpersonal, listening and presenting skills – this is a client facing role!
- Proficient in Microsoft Office platforms.
- Ability to think outside the box and be efficient and accurate when conducting tasks. Must be an initiator and quick problem solver with strong time management skills, strong work ethic, and must be able to work in a fast-paced studio environment.