

# ACCOUNT SUPERVISOR

## Job Summary:

We are seeking an account supervisor to lead our internal client teams and craft client relationships across accounts. This role is often the primary day-to-day interface with mid-level client decisions makers and is an instrumental part to the client's success with our agency.

We are seeking someone who can develop healthy, trustworthy, team & client bonds while managing, coordinating, and leading agency resources to meet the integrated marketing communication needs of accounts.

## Accountabilities:

- Develops knowledge of clients' business, competitive challenges, and how key strategic issues could impact client/agency objectives
- Develops an understanding of integrated marketing campaign management, production processes and reporting
- Develops project/creative/media briefs based on client/agency input and presents briefs to creative team and other agency departments involved in the project's development
- Finds appropriate merchandising moments and actively identifies areas of opportunity to grow account and drive revenue.
- Acts as gate-keeper in identifying red flags and recommending insightful solutions to mitigate risk.
- Contributes to and/or may develop scopes of work, quarterly business reviews, and/or account reviews.
- Leads cross-department involvement to support client goals and knows when to pull in necessary resources.
- Leads majority of client communications, sets expectations, and runs quality of deliverables to deadline.
- Develops & presents recommendations & POVs that drive innovation for the business.
- Handles client budget management, the billing process, and assists with forecasting.
- Nurtures the career development of direct reports by providing meaningful growth and development plans
- Participates in new business opportunities including coordinating resources and organizing pitch teams

## Education and/or Experience:

- Bachelor's degree or equivalent experience
- 5-7 years of experience
- Digital experience preferred

## Knowledge and Skills:

### **Knowledge and Skills:**

- You can foster cross-functional collaboration, delivering business-based marketing with exceptional client happiness.
- You are a persuasive story-teller who can work with/present to any client.
- You act judiciously when making decisions for the client, the team, & direct reports.
- You lead by example and demonstrate effective communication and active listening.
- You seek out & dedicatedly addresses challenges/issues.

*This job description in no way states or implies that these are the only duties to be performed by an employee. The employee will be required to follow any other instructions and to perform any other duties requested by their supervisor.*

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.