

House of Current Account Manager

In advertising, communication is key. At House of Current, advertising is our bread and butter. But our bread wouldn't be buttered without some Grade A client services in our repertoire. Our clients are more than a number on an excel sheet, they are our partners, and our communication and relationship with them is everything.

The House of Current account team goes far beyond briefs and billing. They're the connection between creative and client, product and results; and they're the ones who wear more hats than a royal wedding.

We're not one to get hung up on current or past titles; therefore, we are looking for someone with 3-5 years experience in the agency world with a passion for moving projects along - someone who is dynamic enough to thrive in a never-live-the-same-day-twice workplace, and someone able to take on the roles of account services, project management and trafficking, and being a member of a make-it-happen kind of team.

Potential Duties of an Account Manager:

- Manages the overall detail of client deliverables — timelines, costs, creative review, meetings and communication. Serves as the day-to-day contact for multiple client accounts.
- Implements workload prioritization skills to balance daily client requests alongside support of the design team to ensure on-time delivery of projects that align with client goals and vision. Responds and delivers client and internal requests in a service-oriented manner.
- Maintains clear understanding between the client and design team of overarching strategy on all assigned projects. Assesses online presence, image, reputation, ratings, and brand consistency as it relates to the overall customer experience and brand message; strategizes and recommends enhancements, campaigns, and solutions to improve overall results and customer experience.
- Builds trusting, collaborative relationships with clients of all levels. Meets with prospective, new and current clients.
- Remains current on all aspects of client marketing trends and other areas affecting client's business.
- Actively participates in team status meetings to align internal team on priorities and goals of the meeting/project. Obtains schedules and advise project team of any delays or variances.
- Participates in technically cross-functional meetings (i.e. analytics, social strategy, concept meetings) to ensure the team efforts align with client expectation.
- Manages the development of strategy presentations, communication plans, creative briefs and other client-mapping deliverables.
- Identifies business challenges and competitive insights.
- Helps coordinate client input/feedback and shares feedback with internal team.
- Facilitates the internal trafficking of projects in Asana, Email, Slack, etc. through account services, creative and production.
- Creates project estimates, SOWs as well as manage and track all finances related to projects.
 - Overall project management in every aspect — varies from something as small as a poster request, to as large as a website build.
 - Management and participation in/of client social media channels and content strategy to support brands. Research and implementation of best practices. Ability to manage content across channels and create platform specific strategies as needed.