

Account Manager

WHAT YOU'LL DO

Our Account Managers (AMs) serve as the primary day-to-day contact for our clients and are responsible for project delivery & client satisfaction on their assigned accounts. The AM is expected to consistently provide excellent customer service, strategic recommendations and operational direction to accounts, as well as represent client needs and project goals within the organization to ensure quality and impact. In addition, the AM will leverage relationships with clients to encourage new and repeat business.

Tremendous upside with opportunity to grow, and continue to experience increased responsibility and accountability.

The Account Manager reports to the Executive Vice President.

WHAT YOU'LL BE RESPONSIBLE FOR:

- Responsible for all day-to-day client communications, conflict resolution, and compliance on client deliverables and revenue.
- Partner with executives to provide strategic recommendations for program growth and leads quarterly business reviews
- Develop project plans to determine and guide project resourcing and delivery needs
- Penetrate client organization to build relationships with new buying groups in order to grow revenue
- Review all major deliverables (i.e. creative comps, work order, strategic brief, function spec, tech spec, etc.) to ensure quality standards and client expectations are met.
- Ensure that client issues are dealt with in an efficient manner that are consistent with contractual SLAs
- Manage change orders and invoices with the executive team, reviews actual vs. proposed project and ticket billable hours, and notifies client of changes in scope or estimates in advance of final billing.
- Recognize and pursue opportunities for account growth and new business
- Provide regular two-way communication between the client and team to provide strong team representation and set proper client expectations.
- Competitive/industry research and data synthesis to provide business intelligence to our clients and internal team members

QUALITIES YOU SHOULD POSSESS:

- Proven account management/business development skills in creating, maintaining and enhancing customer relationships
- Detail-oriented
- High level of initiative and work well in a team environment

Account Manager, continued:

- Excellent written and oral communication skills
- Handle stressful situations and deadline pressures well
- Ability to work in a fast-paced environment
- Take initiative to creatively solve problems

WHAT YOU'LL NEED TO GET AN INTERVIEW:

- 3+ years of agency marketing experience, with a bulk of that experience in B2B client management
- Bachelor's Degree in Marketing or a related field
- Excellent oral and written communication and organizational skills
- Proficiency in Microsoft Office suite, Mac OSX and mainstream project management tools

- All prospective employees must pass a background check
- Transportation - position is onsite in our Tampa, FL office and is 5 days per week with flexible hours
- Ability to travel within North America, typically less than 5 days/month

WHAT WE'LL GIVE YOU:

Salary commensurate with experience and skill set. CompleteSpectrum employees also receive an attractive benefits package, including a flexible time off policy, vacation funding, and more.

WHY YOU SHOULD WANT TO WORK WITH US:

Based in Tampa, Florida, with satellite offices in Boston and New York, CompleteSpectrum is a strategic marketing development and implementation firm. Our client base is made up of high-growth companies with private equity backing, and our work with them spans branding, growth marketing, and strategic implementation engagements. We're celebrating our 11th year anniversary this year and are growing faster than ever, so it's an exciting time to join our team. Come check us out.

We have an inspiring, creative office, and strive to deliver a workspace that not only rewards talent but also encourages innovation. As a small agency, we are all given the opportunity to work on many types of tasks daily, adding variety and a change of pace throughout each work day. We pride ourselves on developing meaningful working relationships with clients, by earning their trust, and by operating with integrity and values. We are very project-oriented, and require that our employees work to complete tasks on schedule and meet objectives, without constant supervision or micro-management.