

Job description

Account Exec

Digital Account Exec

# The job at a glance

Adept at coordinating internal departments and external partners, you will support the team in ensuring all client campaigns are managed effectively and efficiently.

A typical working day will be spent overseeing the day-to-day administration of client activity - ensuring that briefs are correctly interpreted, all deadlines are met, and projects are prioritised. Hence, you have a passion for marketing, an eye for detail, and strong communication skills.

# Your responsibilities

* To understand your clients' business and marketing objectives and to liaise with them throughout campaigns, often daily, to keep key stakeholders updated. Timely communication is imperative in order to complete projects on time and within budget.
* To work closely with your Client Services colleagues to support day-to-day requests and develop successful client relationships. This includes preparing and researching appropriately to gain commitment and/or accelerate progress via client meetings, presentations, and telephone calls.
* To provide clients with relevant information - both unprompted and in response to enquiries about products and services. This includes using the tools at your disposal and your market/account knowledge to identify new opportunities, new tactics, new platforms and new solutions.
* To monitor and analyse campaign activity, ensuring they run smoothly and effectively, and to provide regular and accurate performance/status updates to clients and colleagues. Plus, to efficiently produce and maintain day-to-day admin documentation.
* To input and maintain client records with accurate, high-quality information to keep an up-to-date knowledge of client activity. All conversations and transactions must be documented.
* To consistently achieve individual and team performance/financial objectives to meet/exceed Accord budgets, maximise profitability and exceed client expectations.
* To attend, prepare for and participate in one-to-one/team meetings that will review/guide performance (including appraisals), share ideas and initiatives, communicate objectives, and agree plans/focus.
* To recognise the importance and benefits of effective teamwork, assisting colleagues, and providing cover when required. Plus, maintaining good communication links with other departments/teams/individuals across the business. You must be prepared to share credit and shoulder difficulties.

* To attend appropriate internal/external training sessions to increase skill set. Plus, as we work in an ever-changing industry that requires continual learning, you are responsible for keeping abreast of industry/research trends, identifying and actioning how to use them to inspire future thinking/new ways of working.
* To act as an effective, professional ambassador for the company at all external events, conferences and presentations, and on social media. Plus, to proactively seek networking opportunities to grow your profile and connections.
* To undertake special projects and tasks as and when required.

# Name:

# Date:

# Signed: