

## Job Description | Account Manager

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Job Title: Account Manager  
Department: Account Services  
Reports To: Account Director

Location: Omaha, NE  
Date: April 2021

### OPPORTUNITY

This is an opportunity at a marketing strategy and creative firm to assist on all OBI Account/Client activity as assigned. This will be done in close coordination with the OBI Account Team, ensuring all deliverables meet client requirements, schedules and budgets. A successful Account Manager is an inquisitive, creative, ambitious, detail-oriented team player with stellar writing and communication skills who loves the independence and creativity of a fast-paced, collaborative environment.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Assist and coordinate all assigned clients and projects in tandem with the Account Directors, Project Managers and VP of Client Services
- Manage smaller clients as requested
- Work closely with the Project Managers to set up account documentation for clients and projects
- Develop and update client status reports and other client management documents in coordination with the Project Managers
- Work with the Project Managers to reconcile project budgets and expenditures per each contract
- Assist in the planning and direction of events for clients
- Develop reports and/or presentations for clients
- Participate in research necessary to understand clients' industries, products and services to best serve clients' needs
- Support Account Team as assigned to effectively manage projects to completion
- Think proactively about accounts/clients to organically grow revenue by providing solutions and additional agency services
- Communicate professionally, clearly and effectively in writing, conversation and presentation formats to internal team members and clients
- Proactively support the Account Director on each account/client, assuming responsibility for daily tasks and communications on projects to allow the Account Director to provide strategic direction and consulting to the client
- Write scopes of work (SOW) to outline project deliverables, timelines and budgets
- Use project management software for tracking account activity including invoicing, time tracking and profitability
- Other duties as assigned

## QUALIFICATIONS & EXPERIENCE

- Thinks holistically about client relations/communications, with a breadth of knowledge on channels and tactics
- Can articulate data, activities and marketing speak in a form our clients and team can understand
- Proficiency in Microsoft Office, project management and other web-based tools and demonstrate comfort in learning other OBI-relevant tools/apps
- Scope projects and set budget and time estimates in coordination with Project Managers
- Meticulous attention to detail, organized and able to juggle multiple projects at a time
- Stellar communication skills in phone, email and face-to-face scenarios
- Able to effectively collaborate with OBI team members
- Can adapt to changing requirements quickly and communicate efficiently and effectively
- Strong client relationship and management skills
- Responsible self-starter and strong team member
- Excellent communication (verbal and written)
- Good proofreading skills
- Bachelor's degree or equivalent experience