

We're looking for an account manager to join the growing Sitewire team. This person will focus on 2 - 3 national and regional accounts, managing strategy and tactics across all things digital with a large focus on social. If you think this person should be you, send your resume to skoch@sitewire.com now.

Summary

The account manager (AM) role within Sitewire serves as the glue that binds the agency and its clients, serving core functions including project management, problem solving, and internal and external communications. The account manager is the go-to person for clients, internal team members and contracted vendors, so the AM must be aware of each client's background, current projects, and new projects that may be on the horizon. The account manager is responsible for setting expectations with clients and working with internal service delivery teams to exceed client expectations; on time, on budget and within scope.

Key Responsibilities:

- Daily point of contact for clients and internal resources
- Project manager for the team's book of business
- Management of internal resources and scheduling
- Prioritizing projects and recurring tasks within the account team's portfolio to assure that no deliverable is overlooked or delayed.
- Documenting project requirements and communicating those requirements internally
- Measuring progress and ensuring that the client is informed every step of the way.
- Ensuring margin parameters are met by job
- Problem resolution or issue prevention
- Recognizing opportunity with clients and taking the appropriate measures to address the clients' needs while driving incremental revenue for the agency

The AM is often required to work beyond a typical 8 to 5 workday (and sometimes beyond a Monday through Friday workweek) and do whatever it takes to satisfy a client or complete a project.

The AM works in conjunction with an Account Director and other Sitewire team members. Exacting communication and interpersonal skills are required for the AM to succeed, as the AM is the central hub in a hub & spoke team structure.

Core Job Functions

- Customer service
- Project management
- Problem solving / Resolution Management
- Execution of marketing, creative and development projects
- Marketing strategy
- Financial/revenue allocation
- Communications

Experience

- Bachelor's degree (business concentration preferred)
- 3 to 6 years full-time experience managing projects (agency and direct customer interface experience preferred)
- Mastery of MS Office applications including Word, Excel, PowerPoint, and Outlook
- Proven project management and organization skills
- Superior oral and written communication skills

- Ability to prioritize multiple, competing projects
- Knowledge of digital marketing platforms and technologies including but not limited to; search, display advertising, mobile, social media, email...etc.
- Familiarity with technology development processes
- Critical thinking skills, both strategic and analytical
- Understanding of accounting / finance
- PMI training or certification is a plus, although not required
- Experience using Adobe Photoshop and other Adobe Creative Suite applications is a plus, although not required