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Account Executive

Description

We are a Kansas City based, full-service agency specializing in the building products industry. For over 20 years, we've partnered with our clients to dig in, get our hands dirty, and produce results driven (and award winning!) work for our clients, having fun and developing decades long relationships in the process. The building industry is booming and so is our business, that's why we are seeking talented, hard-working individuals who aren't afraid to wear many hats, sometimes even hard hats, to get the job done!

The Account Executive is a critical role in an agency environment like ours, with responsibility for managing the day-to-day relationship with multiple clients, while ensuring outstanding execution of all programs and projects for those clients. This role reports to the Account Manager with potential for promotion into the role of Account Manager.

The ideal candidate will have served as an account coordinator (or equivalent) for 1-2 years and demonstrated exceptional project management skills, while also demonstrating the maturity and aptitude to manage a client relationship. This means being able to present & defend work, handle feedback both good/bad, and listen to a client for insights & opportunities. They are equally comfortable working independently and collaborating with the digital and creative departments to generate ideas & develop recommendations/plans, as well as to execute existing projects. While not being solely responsible for developing larger recommendations/plans, the candidate should feel comfortable with writing a plan.

Finally, the ideal candidate must be passionate about this industry and about learning/developing new skills. Having experience/knowledge of email marketing, CRM systems, social media management, search engine marketing, or online/offline media buying would all be of value in this position.

Responsibilities

A more specific list of day-to-day responsibilities

- Communicates with our Project Manager to open/close projects and manage deadlines and budget including initial setup and regular monitoring to ensure projects stay on track working 1-2 weeks ahead.
- Develops creative briefs and input documents to ensure creative/digital teams understand what is needed.
- Routes all work between agency and client and communicates client feedback back to the agency.
- Manages status reports/meetings with each assigned client.
- Serves as the client advocate within the agency, knowing/understanding the client's business better than anyone else.
- Works closely with VP/or Account Manager to manage client portfolio.
- Keeps supervisors apprised of all that is happening with each client.
- Performing additional tasks and accommodating any other requests as assigned by the supervisor(s) to ensure smooth and efficient workflow.

Hiring organization

ER Marketing

Employment Type

Full-time

Industry

Account Service

Job Location

908 Broadway, 64105, Kansas City, Missouri, United States

Working Hours

8:30am – 5pm

Valid through

31.12.2024

Qualifications

A more specific list of skills and experience requirements

- Degree from higher education institution or equivalent experience
- Demonstrated project management experience
- Strong skills in Word, Excel and PowerPoint
- Experience with email marketing platforms and/or CRM systems is preferred

Ability to Apply ER Marketing's Core Values to their Role

- **Curiosity**
 - Capacity and willingness to learn new concepts and processes information quickly
 - Applies Identify, Discuss, Solves (IDS) thinking to issues to develop solutions
 - Continually asking, "did that deliver to the client objective?"
- **Respect**
 - Outgoing "can do" attitude and customer service approach to clients
 - Practices courtesy and understanding of other's roles and how their work impacts them
 - Responds in a timely manner to agency and client questions
 - Consistently arrives on time, fully present and prepared for all meetings
- **Accountability**
 - Able to work independently and manage own time and deliverables
 - Consistently Reliable – Do what you say you will do
 - Willing to admit mistakes and adopt changes to prevent them in the future
- **Performance**
 - Delivers projects on time and on budget
 - Regularly succeeds in helping clients reach their objectives
 - Contribute to agency growth goals by helping retain existing clients and contribute to the organic growth of those clients

Job Benefits

What We Provide

- Competitive Salary
- Unlimited PTO
- Medical, Dental, Vision and Life Insurance
- Short/Long-Term Disability Insurance
- \$500 Professional Development Fund
- 401K and employee profit-sharing
- Multiple opportunities to earn additional bonuses through performance