



<https://ermarketing.net/careers/account-service-intern/>

Account Service Intern

Agency Overview

We are a Kansas City-based, full-service agency specializing in the building products industry. For 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!

What We Offer:

- Work from home Fridays
- Work in downtown KC — office dogs, VR, treadmills, and snacks/lattes available for brain breaks!

Description

The Account Service Intern will perform a range of general duties including assisting with client account work, assisting media planning and buying, promotions planning and management of details/schedules and other general business duties as assigned by Agency Management.

Responsibilities

- Provide administration and assistance on day-to-day activities for assigned clients, including managing ongoing client programs, working on production and creative deadline management, and media planning and placements to ensure the continued progress of client workflow
- Provide input in planning stages of client programs and presentations including media planning, sales promotion programs, public relations programs, direct mail campaigns, digital marketing campaigns and other client or internal work as assigned
- Handle paperwork and maintain files on all of the client's activities, their competitors and the industry; maintain records of client correspondence through email and through online project management tool
- Manage a variety of projects through online project management and time-tracking systems
- Responsible for proofreading a variety of materials for a range of client and internal projects
- Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of account client team meetings as necessary
- Be curious, every day you walk through the door
- Other duties as assigned by management

Qualifications

- Ability to handle multiple tasks and prioritize
- Superior organization skills and tremendous attention to detail

Hiring organization

ER Marketing

Employment Type

Intern

Job Location

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

Date posted

January 23, 2023

- Team-oriented while fulfilling a support role
- Ability to handle stressful situations, including interpersonal tact while meeting deadlines
- Ability to learn new systems quickly, including project management, time tracking, email marketing and others
- Studying Marketing, Advertising, Journalism, or Communications or appropriate business experience
- Computer Skills:
- MS Office including Word, Excel, PowerPoint and Outlook
- MacOS experience preferred by not required

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

At ER Marketing, we pride ourselves on our ability to produce real results for our client's business. Our secret sauce? Living by our core values every single day – Curiosity, Respect, Accountability and Performance. We seek to hire enthusiastic, driven, life-long learners, who will roll up their sleeves and get the job done, no matter what.

Curiosity

- Capacity and willingness to learn new concepts and processes information quickly
- Applies Identify, Discuss, Solve (IDS) thinking to issues to develop solutions
- Shows initiative in seeking answers and information independently
- Regularly monitors ad performance and asks "why" performance is either above or below expectations
- Continually asking, "did that deliver to the client objective?"
- Seeks information independently (avoids asking "have you seen my shoes?")

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
- Manages client budget closely and treats it as if it were "their own money"
- Responds in a timely manner to agency and client questions
- Consistently arrives on time, fully present and prepared for all meetings

Accountability

- Ability to work independently and manage own time and deliverables
- Adheres to high ethical standards, openly shares information, provides transparency to clients and internal team
- Willing to admit mistakes and adopt changes to prevent them in the future
- Consistently Reliable – Do what you say you will do.

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