



JOB DESCRIPTION | ACCOUNT SUPERVISOR

Demand Spring is hiring for a new role as part of our continued growth. We are looking for an Account Supervisor to help manage and ensure client success. We work with some of the most well-known B2B brands across the tech, retail and financial service industries, partnering with them to deliver Revenue Marketing results. We are one of the fastest growing B2B marketing consultancies in North America, and we're really excited to add this new role to our team.

As an account supervisor, you will be part of a team dedicated to client satisfaction and success, delivering on Demand Spring's high NPS score of 95/100. Working closely with our Director of Client Services and our diverse team of revenue marketing consultants, you will be a juggler, plate spinner, and ring master—all with the goal of wowing our clients and helping to deliver exceptional value to both our clients and our Demand Spring team.

YOUR MISSION

Architect and deliver exceptional service to our clients. Set the strategy, guide project teams, sweat the details and understand the big picture.

YOUR MINDSET

- Client-centered, focused on customer success
- Process-oriented and quick thinking
- Unafraid to speak up, contribute ideas, identify problems, and offer solutions
- Collaborative, working closely with our team, our clients, and our partners to deliver success
- Strategic, having a strong project management background and communication powers that enable you to build high-trust relationships

YOUR RESPONSIBILITIES

Don't let this list limit your thinking. Everyone at Demand Spring is encouraged to be original in identifying how you can add value. That said, here's a starting list of typical responsibilities:

- Nurture and maintain relationships with key client stakeholders
- Collaborate with clients to provide business solutions and smart, strategic thinking
- Set project quality and performance standards, and assess and manage risk within and across multiple projects and disciplines

- Proactively identify opportunities for client growth and engagement by working with clients to determine their requirements and creating scope of works and proposals
- Monitor work in progress and be accountable for alerting internal departments and clients about changes that could affect the cost, quality, or time of projects
- Provide input into processes that will enable efficient workflow and seamless client service
- Offer key optimization tactics for client tracking and profitability

In all areas, you'll need to be a patient listener and confident communicator with a firm grasp of established goals and metrics for shared success.

You are also expected to be digitally savvy, with an understanding of how to deliver innovative digital solutions as part of complex, integrated communications solutions.

YOUR QUALIFICATIONS

Everyone at Demand Spring has a shared passion to help our clients, with an unwavering focus on delivering value. As such, here are some of your skills and attributes:

- Strong people management and negotiation skills and a demonstrated ability to prioritize work and resources across projects, based on client priorities, while considering both short- and long-term needs
- You have 5-8 years of experience in an agency, a consultancy, or a corporate marketing environment leading digital projects, effective lead-generation initiatives, and email marketing campaigns that positively impact demand generation goals
- Experience with brand and/or go-to-market campaign development and execution processes
- Experience working with global B2B clients preferred
- Knowledge of Salesforce and Mavenlink and/or other project management software preferred
- Familiarity with digital marketing tools used for automation, content development, tracking, and reporting
- In-depth knowledge in project management in order to educate our team and clients for oversight and delivery of successful projects
- You are a problem solver who brings fresh, original thinking to the company and our clients' challenges
- You have a glass half-full approach. You are unfazed by issues, persevering to find answers with a smile on your face (and perhaps some cursing – not in front of the client).
- You articulate ideas and information clearly
- You are comfortable working in a fast paced, high volume environment

- You are organized, with an ability to manage multiple project elements at once without dropping the ball

WHAT WE OFFER

Here's what we strive to provide for you:

- A fun culture—our team genuinely feels a strong connection to one another and our company
- Learning and growth opportunities—we have a passion for mentoring
- The latest technology—learn about marketing automation, content management, and other cool technologies our clients rely on
- A commitment to employee well-being. In short, we want you to be able to do great work, drive the growth of our company, and fully enjoy your personal life
- Compensation commensurate with experience, competitive base salary plus bonus
- 3 weeks vacation entitlement plus 2 weeks PTO over Christmas when our office closes
- The opportunity to work from home (*We have always been a “work from anywhere” culture, long before a pandemic ruled it so for everyone else...*)
- A comprehensive health benefits plan and 401K

This is a full-time remote work position. Candidates ideally be located in the Greater Boston area where many of our top clients reside.

Demand Spring is a virtual marketing consultancy based both in Ottawa, Canada and Boston, MA. So, you get to work from home for the foreseeable future. If you're interested, please send a CV to careers@demandspring.com.