

JOB DESCRIPTION | ACCOUNT MANAGER, Client Services

As an Account Manager, you will be part of a team responsible for making every client happy and every project a success. For our clients, revenue marketing is the oxygen for their business. We help organizations breathe easier. Working closely with our Director of Client Services and team, clients, and our strategy, martech, talent and content consultants, you will be a juggler, plate spinner, and ring master – all with the goal of wowing our clients.

YOUR MISSION

Deliver exceptional service to our clients. Sweat the details and understand the big picture. Coordinate schedules, deadlines, and deliverables all while surprising and delighting our clients.

YOUR MINDSET

Be:

- 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:

- Solid knowledge of project management (processes, timelines, tasks, and budgets)
- Knowledge of Salesforce and Mavenlink is an asset
- Working with clients to determine their requirements and creating scope of works and proposals
- Maintaining client satisfaction through on-going account management activities
- Ensuring alignment, consistency and healthy team practices across projects
- Identify all resources required to achieve the project objective and deliverables
- Lead regular status meetings with clients and/or stakeholders

- Manage and track the financial, time and resource aspects of project against a set budget and project scope
- Provide input into processes that will enable efficient workflow and seamless client service
- Work closely to the Accounting team and ensure client invoicing is done accurately and per terms of the client contract

YOUR QUALIFICATIONS

Everyone at Demand Spring has a shared passion to help our clients, with an unwavering focus on delivering value. We work with some of the top B2B brands and you will be the face of Demand. As such, here are some of your skills and attributes:

- You are passionate about the success of our company.
- 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 speak well – articulating ideas and information clearly.
- You have 3-5 years of experience in Project Management in an agency, a consultancy, or a corporate marketing environment.
- You are comfortable working in a fast paced, high volume environment.
- You have a degree or diploma in Communications, Marketing or Business. (Other majors would be considered as well.)
- 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, video, content management and other cool technologies our clients rely on.
- A commitment to employee well-being.

This is a full-time position. Position to be based in Canada.

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.