

ACCOUNT SUPERVISOR

The Account Supervisor is a trusted advisor providing solutions and leadership through a deep understanding of the client's business strategy. Leading client engagements from forecasting to strategic planning sessions and end-to-end service delivery, the Account Supervisor will be responsible for profitable and long-term client relationships by ensuring the agency's services exceed our client's needs and objectives. Success in this role will be determined by achieving key account objectives, new revenue generation, profitability of accounts, and client and team satisfaction.

As a key point of contact with our client's senior business unit executives, the Account Supervisor will be responsible for building and nurturing accounts, and effectively presenting intelligent and relevant thought leadership at a strategic level. Utilizing a breadth of technical and interactive marketing experience, the Account Supervisor's goal is to deliver a world-class client experience. An Account Supervisor must have an eye for fantastic creative work and for talent, be able to identify and sell through innovative ideas to the client and be a superior as well as inspirational leader on both client and internal sides of the fence.

RESPONSIBILITIES:

Relationship Management:

- Act as primary client interface, ensuring quality of work product.
- Develop and maintain positive client relationships at all levels of the client organization.
- Oversee and grow large account relationship.
- Achieve positive reviews from clients on a quarterly client satisfaction survey that measures the overall quality of the relationship, communication and strategic thinking skills and the overall value provided to the client.
- Lead anywhere from 3-5 clients' accounts

Strategic Consulting:

- Understand the client's core business strategy and uncover new ways to support and deliver that strategy through superior customer experience and enabling technologies.
- Assist in leading strategic planning engagements.
- Gain a seat on client's strategic planning team and enhance relationships as a trusted advisor.
- Conduct ongoing account planning to ensure all opportunities and challenges on the accounts are understood, solutions identified, and that the account is being developed in a strategic and successful manner.

Financial Management:

- Assume P&L responsibility for existing project portfolio.
- Oversee project work margins and accounts receivable, provide quarterly reports, and ensure all negotiations are in the mutual best interest of the client and the agency.
- Develop and meet accurate quarterly and annual revenue forecasts for each account.

Delivery:

- Working with project managers, manage complex large-scale client engagements from a strategic perspective.
- Work with teams in Creative, Development, Project Management and Quality Assurance to create solutions in the areas of marketing & promotion, experience design, and application development.

Account Growth:

- Construct major deals, including partnership deals for client organization.
- Develop new offerings for the primary client and for the firm.
- Evangelize the agency's unique story in small and large forums.
- Be responsible for a revenue target by initiating, securing, and extending revenue-producing engagements within existing accounts.
- Establish track record growing and building long-term, profitable, client relationships.

QUALIFICATIONS:**Required Skills:**

- College degree in related field.
- Ability to work on multiple projects at one time is a must.
- Excellent organizational, written and communications skills.
- Innate ability to recognize growth and business development opportunities and capitalize on them.
- Experience in strategic digital planning and execution.
- 3 – 5 years supervisory and mentoring experience.
- Team player with “can do” attitude willing to jump in wherever needed agency wide.

Desired Skills:

- 3-5 years minimum working on large-scale, multi-disciplined account offer strategic marketing solutions on either the client or agency side. Ideal candidates have digital marketing experience including website design & development, interactive and emerging media.
- Ideal candidates will have hands-on integrated marketing experience.
- Proven team-building skills internally and externally.
- Understanding of project management core competencies: budgets, timelines, and production process start through completion.
- Maintains awareness of new and emerging technologies and the potential application on client engagements.
- Social media expertise and experience from planning to execution.

Visit our website at LKMideas.com or our Facebook (LKM) to learn more about us.

SEND ALL RESUMES AND INFORMATION TO: hr@LKMideas.com