



As a brand and retail marketing agency, we deliver innovative solutions for our clients and their brands that attract, engage, and connect with customers.

Job Title:	Account Manager
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Department: Project Management
Reports To: Director of Project Management

Job Summary: For clients that require design, strategy and digital work, the purpose of an account manager is to manage existing business, clients and projects and to seek opportunities to actively pursue and procure profitable business for the company from both new and existing customers through a consultative selling process. In this process the account manager will professionally represent Ivey and successfully collaborate with internal and external partners.

Essential Duties and Responsibilities:

- 1) **Customer Service**
 - Manage the creative, design and strategy process for customers and company on specific projects
 - Closely communicate with customers and AE's to assist in development of SOW's, estimates and client pitches
 - Closely communicate with internal customers to coordinate project objectives and coordinate kickoff meetings
 - Engage customers in dialogues on new products, technologies and solutions
 - Form strong relationships with key accounts based upon an understanding of their businesses and their goals

- 2) **Professional Influencing Skills**
 - Act as a consultant to the customer to provide the best solution to the problem based upon the customer's needs and values
 - Create a solution that can be profitably produced by the company
 - Frame customer expectations so that they are within the capabilities of the product and the company as they relate to quality and delivery
 - Properly demonstrate Ivey's value proposition

- 3) **Knowledge, Skills and Abilities**
 - Must demonstrate an in-depth knowledge of marketing in store industry products, services and processes
 - Baseline knowledge of creative marketing processes and practices
 - Proficient project management skills including time management and superior organization skills
 - High level influencing skills for internal and external clients
 - Exceptional communication skills, including written, verbal and interpersonal
 - Engaging, warm, interactive and decisive personality
 - Professional demeanor

- 4) **Requirements:** (*physical demands, experience, training, skills or education*)
- Minimum of five years in an account management/project management capacity, preferably in the retail, marketing or print industry or equivalent experience.
 - Proficient with Word and Excel.
 - Excellent communication skills; listening, engaging others, recording details, interacting with a variety of personalities in an effective and positive manner
 - Exceptional oral and written communication skills
 - Effective problem solving ability
 - Sound critical thinking skills
 - Professional demeanor and appearance
 - Persuasive, encouraging, and motivating.
 - Quick learner
 - An understanding of general business concepts
 - Familiar with a variety of the industry's concepts, practices and procedures