

# Account Manager

## **Account Manager Job Description**

A Sidekick Account Manager is an organized, people-loving person to be the funnel and filter through which everything regarding clients will pass through. An Account Manager is the point of contact for all of their assigned client communication. If something needs to be communicated to a client, they will be the one to communicate it. They are the person building relational capital, trust, and rapport with clients. Account Managers are the people having hard conversations with clients (unmet expectations with services, misunderstandings, etc.) and fun conversations (hopefully the client loves you so much – they invite you to drinks). An Account Manager is always ensuring all tasks and projects stay on track. The account manager has a deep understanding of the client’s business model, their strengths, weaknesses, and their “why.” The Account Manager’s role is to assist the broader Sidekick mission to “help our clients *appear* as great as they *are*.” The ideal Account Manager is a team player who possesses a willingness to accept and respond to feedback internally and externally.

## **Organizational Structure**

This part-time or full-time position reports directly to the Account Director and works closely with other Account Managers and the Creative Team.

## **Responsibilities**

- Manage client account relationships – keeping clients happy and satisfied.
- Manage client account communication – including rhythmic communication, check-ins, taking meeting notes (synthesizing and communicating action items), and project/deliverable updates.
- Manage client account projects including time tracking, project deadlines, and project organization (making sure everyone has what they need to complete the job and is staying on task).
- Manage client account scheduling including shoots, initiating check-ins, etc.
- Manage client account sourcing – merchandising, product sourcing, picking up and delivering items to client, etc.
- Manage client social media accounts – creating a content calendar, scheduling appropriate content, and writing captions.
- Be available to clients on an “as needed” basis – at times that requires out of hours phone calls and meetings.

- Develop and execute quarterly plans for clients that help reach their agreed upon goals, objectives, and “wins.”
- Occasional travel required

**Requirements**

- BA / BFA in a related field preferred
- 2+ years of experience in a workplace environment preferred
- Excellent written and communication skills
- Basic understanding of Mac computer systems
- Proficiency with Microsoft Office, Google, and Dropbox applications
- Familiarity and basic understanding of social media platforms
- Excellent time management skills and ability to meet deadlines
- Attention to detail
- Willingness to receive feedback
- Ability to work well with a team
- Capable of lifting and carrying items weighing up to 30lbs