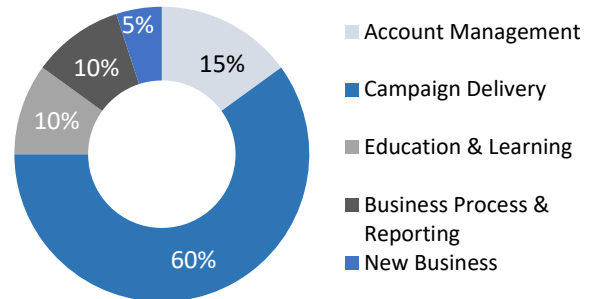


YOUR ROLE AS ACCOUNT MANAGER

WHO YOU ARE

What is your role?	Account Manager
Who do you report to?	Director
Who reports to you?	No direct reports
Who are your key liaisons?	Clients, Designer and Partner Agencies.

KEY AREAS OF FOCUS



75% Billable: 25% Non-Billable

YOUR PURPOSE

There are 4 key pillars to a successful Account Manager with Elevate:

- **Respect:** Respect your clients and their cause
- **Reliability:** Deliver tasks on time and as promised (but don't over promise, manage expectations)
- **Results:** Achieve exceptional results (or ensure you've done everything possible)
- **Relationships:** Build relationships so your clients enjoy working with you (and have some fun)

OUR VALUES

1. We love what we do, and we have fun doing it. **Passion**
2. We get results. **Results**
3. We respect our clients, their causes and each other. **Respect**
4. We sweat the small stuff. **Attention to detail**
5. We never stop learning. **Learning**
6. We deliver work that makes us proud. **Quality**
7. We work as a team and can rely on each other. **Teamwork**



WHAT YOU NEED TO SUCCEED

- Exceptional project management skills
- High level of written and oral communication skills
- Ability to build excellent relationships
- Ability to multi-task successfully
- Strong attention to detail
- Problem solver
- Drive and passion
- Excellent time management
- Ability to analyse and interpret data

HOW TO SUCCEED IN YOUR ROLE

Account Management

- Build and maintain effective client and supplier relationships
- Regular contact with clients to ensure expectations are managed and feedback is encouraged
- Know your clients, their cause and their campaigns inside out so you can identify new opportunities, leverage internal assets and provide feedback on areas for improvement
- Be accountable for results and address any concerns that arise with clients
- Manage suppliers to ensure that work is delivered within agreed plans and budgets

Campaign Delivery

- Develop digital campaigns and strategies in line with campaign objectives
- Implement effective digital fundraising and marketing strategies across selected channels
- Ensure campaigns are delivered on time and on budget
- Deliver campaign documentation including reports, project briefs, WIP documents and specifications
- Identify and minimise project risks such as scope creep, changes and delays
- Conduct post evaluations of campaigns to ensure inefficiencies are identified and addressed

Education & Learning

- Conduct regular research and analysis into sector trends and innovation
- Contribute to the enhancement of the skills and knowledge of the business
- Present campaign learnings / topics of interest to internal team

Reporting & Business Process

- Establish reporting structures and provide regular and accurate campaign reporting to clients
- Reporting internally on campaigns
- Prepare end of campaign reports for clients
- Contribute to internal business processes
- Ensure projects are delivered in line with business procedures
- Assist with miscellaneous duties required to deliver key projects and ensure the smooth operations of the agency

New Business

- Contribute to promotion and marketing of agency
- Update and manage business development pipeline as and when required
- Forecasting and quoting of jobs

TEAM CULTURE

- Love what you do and have fun doing it
- Strive to make a difference in all that you do
- Be trustworthy and reliable
- Possess a desire to succeed
- Be eager to learn and advance your skills
- Deliver work that makes you proud
- Pay attention to the little things
- Be positive and focus on the good stuff