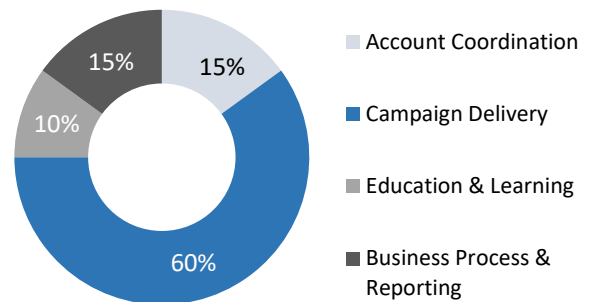


## YOUR ROLE AS ACCOUNT COORDINATOR

### WHO YOU ARE

What is your role?	Account Coordinator
Who do you report to?	Senior Account Manager
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 Coordinator 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

- Exceptional project management skills
- High level of written and oral communication skills
- Ability to build excellent relationships
- Ability to multitask 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 Coordination

- Assist in the management of effective client and supplier relationships
- Know your clients, their cause and their campaigns inside out
- Be accountable for results and discuss any concerns that arise with your manager
- Help to manage suppliers to ensure that work is delivered within agreed plans and budgets

### Campaign Delivery

- Assist in the delivery of 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
- Help to prepare campaign documentation including reports, project briefs, WIP documents and specifications
- Assist with post evaluations of campaigns to ensure inefficiencies are identified and addressed

### Education & Learning

- Conduct 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

- Help to prepare regular and accurate campaign reporting to clients
- Reporting internally on campaigns
- Assist with the preparation of post campaign reports for clients
- Follow 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

### Business Development

- Update and manage the business development pipeline as and when required
- Help prepare forecasts and quotes for new 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