

The Company You Keep

Position Description

Account Manager

The Company You Keep is looking for a passionate, motivated and highly driven Account Manager to join our tight-knit team. This position will be responsible for the management, coordination and workflow of set projects, working closely with multiple stakeholders to deliver design and creative solutions that are on time and budget.

This position is best suited to an individual who has a strong sense of initiative, excellent attention to detail and is highly adept at juggling multiple tasks. The role will involve managing assigned projects, from briefing design teams through implementation and refinement, to final execution and reporting. The successful applicant will manage projects to exceed client expectations, and maintain a steady flow of work through available design assets, ensuring individual projects meet objectives and client requirements.

Please refer to following pages for key selection criteria, and application instructions.

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Personal Attributes

Confident, articulate and diplomatic; able to manage client needs and expectations in an effective manner

Passionate; enthusiastic about design, and achieving world-class, objective-led results

Experienced; demonstrated project management experience, with 3-5 years working in a similar role within the creative industry

Agile; enjoys working in a fast paced environment, adept at juggling tasks, and capable of managing tight deadlines

Self-sufficient; comfortable with autonomy, have the ability to assume responsibility, and be well organised in both communication and execution

Proactive; always a step ahead, anticipating client and team-member's needs. Prepared to deal with vague briefs and have the ability to ask the right questions

Highly communicative; ensuring key stakeholders within client team are kept up to date on project statuses.

Personable; help build a cohesive team, inspire and guide towards higher levels of performance

Knowledgeable; have an understanding of print, sign fabrication and digital production processes. Demonstrated experience in negotiating with suppliers, verifying specifications and reviewing proofs and invoices for accuracy

Trustworthy; showing capability to meet deadlines with a positive and responsible attitude

Positive; promoting a culture which encourages good performance and rewards productivity.

Key Responsibilities

Manage project deadlines

Manage project scheduling in an effective manner

Manage over-arching project traffic with key client stakeholders

Managing design assets and availability

(continued overleaf)

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Manage project budgets, ensuring budget and scope align

Foster & develop client relationships, seeking to add value in all interactions

Monitor and report project health, notify and discuss overages with client before further work is actioned

Review all design proofs to ensure brief and project objectives are being met

Work with design team to ensure broader businesses objectives are considered in all outcomes

Manage client feedback and approvals

Manage client relationship & project correspondence

Work with design team to manage production, ensuring highest quality is achieved within the clients' budgets and project schedule

Manage project expenses & production costs

Manage the confidential information of the business and clients

Manage the delivery of outcomes to clients

Manage project report and analysis (incl. recommendations for improvement)

Manage project invoicing

Manage documentation of print samples for all commissioned production

How to apply

To submit an application, please email the following to recruitment@tcyk.com.au, with email subject 'Application Account Manager':

- Cover letter (addressing position description)
- Resume

Salary based on successful applicant and relevant experience.