

Job Description
Account Manager

Department: Sales
Reporting To: Wendy Mather VP of Sales
Location: Los Angeles

In this role you will oversee the account management function of your allocated accounts and build the relationships with the key contacts to meet and exceed sales targets while providing exceptional service. You will be required to create a plan for each client with their related projects and update your results on that plan regularly to ensure the needs of the clients are met and goals are achieved. In addition to this, you may be involved in new business development as time allows so that there are always new projects coming to the business that can create future opportunities.

Key Competencies Required for this Role:

Customer Focus
Commercially Proficient
Relationship Builder
Ownership
Drive
Curiosity

Duties include:

- Collaborate with the VP of sales and Account Director to plan for each client's needs which includes all business opportunities as well as how to strategically grow the accounts by improving relationships, meeting higher level contacts, regular visits, etc.
- Establish and maintain excellent customer relationships through prompt communication, overseeing the delivery of great product on time, and a having great understanding of their situation and unique ways of working.
- Review forecasts and margin targets regularly to monitor and plan for any fluctuations in the account.
- Monitor the stock on hand for each project and develop a plan to sell through so inventory levels and the costs associated with them are minimized.
- Manage a Sales Exec or Junior member of the team where required to ensure the work is contributing to the value of the account.
- Work with the design team on new briefs to ensure new ideas are being presented to the client that are relevant and commercial.
- Maintain client specific websites are necessary by your clients ensuring they stay up to date.
- Hold weekly reviews of each client with relevant managers to ensure sign-off procedures are met and any issues are addressed so they can be resolved quickly.
- Research all client campaigns and understand the competitor landscape to make further improvements in our offer.
- Work with your colleagues in Hong Kong, China and the UK to collaborate on projects from the same client and brand.

Qualifications and Prior Experience:

- Minimum 3 years previous sales and Project Management.
- Proven ability to build strong relationships.
- Excellent negotiation skills.
- Written and oral fluency in English.

Benefits

Health, Vision and Dental insurance.

Send Resumes to: wendy@rdp-creative.com