

THE CONCIERGE CLUB

ROLE DESCRIPTION

The Concierge Club is looking for exceptional talent to join our agency.

Who we are:

- We are an experiential marketing agency
- We live and breathe luxury – we marry beauty with design, passion with purpose
- We build more than brand experiences; we build relationships
- We are passionate about ideating and implementing extraordinary things
- We deliver premium, elevated experiences with style & excellence
- We are all about the details

Role: Account Coordinator

Your Skill Set

- Organized and detail-oriented
- Strong communication skills, both verbal and written. Professional and timely in responses both internally and externally (vendors, partners, clients)
- Time management - able to deliver within timelines, prioritize tasks and communicate when support is required.
- Teamwork - possess a collaborative and positive spirit, work well in a team
- Adaptability - strong problem solver, solution-oriented
- Work effectively with in-field event management team
- Adept and efficient admin skills – proficient with Google Suite, Microsoft Office, Keynote
- 2 – 3 years' experience

Your Role & Responsibilities

- Work collaboratively with Account Manager and other Client Service team members on active projects during planning, execution and wrap-up phases
- Manage field staff or Brand Ambassadors, as required for client programs, including recruiting, training, coaching and offboarding. Lead by example, inspire and motivate the team.
- Support Account Manager with administrative tasks such as capturing notes and deliverables during client and internal status meetings, contributing to presentation decks and reporting documents

- Support with program financials such as providing quotes for 3rd party costs, tracking program expenses, managing Brand Ambassador payroll and contributing to overall program profitability
- Manage vendor relationships including sourcing, obtaining 3 quotes for required work, overseeing production, install and dismantle as required, and invoicing
- Leverage time management and organization skills to develop and maintain program and task timelines as outlined by Account Manager
- Understand and deliver on program objectives / success metrics
- Contribute to the agency culture through day-to-day interactions with internal and external members, participation in larger company initiatives such as Huddles etc.
- Integrate premium in everything you do - how you communicate, the events you execute, the ideas and trends you share, how you work with team members and clients