

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 Manager

Your Skill Set

- Organized and detail-oriented
- Strong communication skills, both verbal and written. Comfortable presenting in a group setting. Professional and timely in responses both internally and externally (vendors, partners, clients)
- Strong time management skills – effectively manage project timelines and workback schedules
- Adaptability - strong problem solver, able to anticipate and respond to unforeseen events in a calm and professional manner and provide guidance and leadership to team
- Able to work independently and in a team environment to achieve desired results
- Adept and efficient admin skills – proficient with Google Suite, Microsoft Office, Apple
- 3 – 5 years' experience

Your Role & Responsibilities

- Key client contact and primary point person within The Concierge Club for managing relationships and communications with assigned clients
- Overall management and lead on projects from initial brief, to planning, execution and wrap-up
- Comfortable managing simultaneous projects or larger portfolios consisting of multiple clients
- Receive and reply to clients' requests in a timely and professional manner
- Learn and understand clients' needs, demands and requests with a focus on flawless program execution. Sustain and grow accounts

- Understand and deliver on client objectives. Dive into the client brief to understand the ask, success measures and key deliverables
- Management and oversight of all executions, including in-person at highest priority executions (often necessitating travel to various cities and event across North America)
- Manage team/direct reports, including training, ongoing coaching, career development and performance evaluations. Empower through delegation, understand what motivates your direct reports and lead by example
- Keep a positive team spirit and morale
- Identify new sales opportunities within existing accounts and engage The Concierge Club senior management team with those opportunities
- Manage and solve conflict with clients, escalating to The Concierge Club senior management as needed
- Interact and coordinate with staff members in other departments (i.e.: design, operations) to ensure delivery of account scope
- Establish budgets and prepare invoices within the client and company
- Financial tracking, reporting, and optimization for each assigned client account, ensuring profitability across all budgets
- Provide valuable reporting and insights throughout and at the culmination of a program to evaluate success and future opportunity areas
- Actively learning about client and industry trends to bring knowledge, innovation and thought leadership to the table
- 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