



## Account Supervisor- Summary of Roles and Responsibilities

### Reporting and Working Relationships

- Reports to SVP Client Services

### Macro Responsibilities:

- Lead day-to-day tasks associated with each account/project.
- Collaborate w/ Creative Directors on creative development as needed.
- Serve as a leader, assigning specific roles and responsibilities throughout planning and execution of events
- Manage and maintain partner agency relationships, as needed.
- Work with time tracking reports, with assistance from SVP
- Be prepared for and participate in weekly 1:1 update with SVP
- Attend/lead relevant client meetings/presentations
- Attend and participate in relevant internal meetings (e.g.: creative reviews, account mgmt. status meetings, etc.)

### Micro Responsibilities:

- Create and deliver weekly meeting agendas/recaps
- Confidently and effectively run assigned portions of weekly client calls
- Manage client budget process with input from SVP as needed
- Research, vet and manage third party vendors as needed for each project (fabricators, trucking, caterers, venues, properties etc.)
- Manage procurement and inventory of all supplies and elements associated with activations via internal company software
- Training manual creation and updates for all projects
- Oversee all activation and managers on the road

### Required Qualifications

- 3-5 years of experience with an experiential marketing agency
- Ability to juggle many different tasks and collaborate with a wide range of resources to oversee events; highly organized, great communicator, ability to prioritize tasks
- Must be able to direct others and implement projects with little to no supervision
- Production experience, particularly pertaining to events
- Proven project management abilities
- Creative and analytical thinker
- Ability to write presentations and recaps
- Ability to work in excel for budget creation, management, and reconciliation



- Proficiency with MS Word and Outlook
- Present to client as necessary
- Ability to travel as needed

### **Expectations**

- Manage the account through inspirational hands-on leadership --- providing active mentoring and guidance to junior staff
- Return calls and email within 1 hour with response for follow up / acknowledgement, or discussion on related topic
- Deliver weekly meeting agenda and meeting recap 24 hours prior to, and following, scheduled call
- Be available after hours, as needed, to field calls and emails
- Calm and poised in the face of challenges and keep a positive, solution-oriented mindset at all times
- Consistently demonstrate ability to always maintain emotional intelligence
- Flexibility to accept job duties and responsibilities not contained within the list above, as every project/program is different and may have different tasks and responsibilities

### **Desired Traits:**

- Ownership mentality of every project, every task, and every interaction
- Be Engaged by being greatly interested in and committed to client goals/individual and team tasks/goals
- Be Intentional by acting in accordance with the Team's conscious attempts to behave and perform according to our values and beliefs
- Thoughtful by showing consideration for the needs of others
- Self-disciplined with the ability to control oneself and make yourself work hard to behave in a productive and professional manner without needing anyone else to tell you what to do
- Ability to Anticipate through experience and stay ahead of potential challenges and requests
- Confident and Strong while presenting and upholding agency POV during navigation of client requests
- Enthusiasm and positive energy as a consistent mindset
- Collaborative in nature with a genuine desire to work within a group setting, as needed