

Job Title: Account Coordinator
Department: Account Service

Status: Exempt
Reports to: Account Executive,
Account Manager or Account Supervisor

Position Summary: The Account Coordinator (AC) is responsible for working in conjunction with the Account Lead in the day-to-day management of projects on multiple accounts. The AC will develop and maintain a working knowledge of company processes and client accounts in order to provide internal support and client back-up when AL is unavailable. Management/Support includes preparing project status reports, proofing, scheduling and set-up of internal project initiation/input meetings, client meetings, assisting with forecasting, billing, tracking, and client contact reports. The AC must be available for travel and is expected to work beyond a normal 40 hour/week as needed. A career plan to move into the Account Executive position is preferred.

General Purpose: Internal and external support for account management, project management and proactive problem resolution.

Essential Functions:

Client Knowledge/Contact

- Develops knowledge and actively seeks current information about the client's industry, organizational structure, products, services, markets and distribution networks
- Familiarizes him/herself with client contacts (including their preferred communication methods and branding requirements)
- Contacts client(s) for approvals of estimates, concepts, copy, layouts, etc., as needed
- Consistently initiates ways to add value to all client-specified assignments
- Proactively looks for ways to tailor his/her reporting and communication method to the client's specific style and needs

Account Support

- Researches, gathers, assembles materials for tracking and reporting purposes
- Communicates daily with senior account management personnel to provide support with ongoing projects as well as new/unexpected needs as they arise
- Assists in preparation of contact reporting, forecasting and billing as directed by senior account management personnel
- Utilizes company's account management methods and work flow to deliver quality work
- Proactively identifies and provides solutions to problems
- Begins to identify new business opportunities with existing clients

Administration

- Expedites client contact reports as directed by senior account management personnel
- Proactively updates and archives account files
- Assures timely delivery of client correspondence, materials and invoices
- Enters record of billable time within 3 days into Jackson's accounting software
- Assures that Letters of Estimates (LOEs) and Revised Estimates are completed for all billable jobs

Project Coordination

- Attends Traffic/Production meetings and follows-up on unfinished projects until completion
- Prepares creative briefs and creative requests for new jobs
- Proofing of unfinished work to ensure accuracy before final production/presentation for client
- Holds internal input meetings
- Manages projects, which are less-strategic in nature, from start to finish
- Opens jobs and enters alerts in JACKSON's job tracking software

Essential Skills & Experience:

Account Representative

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THIS IS NOT AN EMPLOYMENT CONTRACT AND DOES NOT ALTER ANY ASSOCIATE'S STATUS AS AN AT-WILL EMPLOYEE. ACCORDINGLY, EITHER THE COMPANY OR THE ASSOCIATE MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY OR NO REASON, WITH OR WITHOUT NOTICE.

Job Title: Account Representative
Department: Account Service

Status: Exempt
Reports to: Account Executive,
Account Manager or Account Supervisor

- Excellent interpersonal and communication skills (written and verbal)
- Strong time management, organizational and critical thinking skills
- Proactive, resourceful, strong team player
- PC proficiency in MS Excel, Word and PowerPoint

Nonessential Functions, Skills & Experience:

- Previous agency experience preferred (minimum of Account Coordinator level or comparable marketing experience)

Physical Demands & Work Environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical demands: While performing the duties of this job, the employee is occasionally required to stand; walk, sit; use hands to finger, handle, or feel objects, keyboards, office equipment, reach with hands and arms; climb stairs; balance; stoop, kneel, crouch, talk and hear. The associate must occasionally lift up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral, vision, depth perception, and the ability to adjust focus.
- Work environment: The noise level in the work environment is usually moderate.

General Sign-Off: The associate is expected to adhere to all company policies.

I have read and understand this explanation and job description.

Signature: _____ Date: _____