

# JOB DESCRIPTION

2020

## ACCOUNT MANAGER

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### The Company

Quantum Marketing has a 20 year heritage in the technology sector. We are specialists in B2B technology campaign activations blending data, creative, multi-channel marketing and technology. We are very much commercially focussed providing pipeline development for our clients.

We are also an award winning agency and need to maintain and further develop our high standards through the development of our talented team.

### The Role

As Account Manager you will support the Client Services Team and report directly into an Account Director.

You work on a number of key clients across B2B Marketing channels and as part of a team delivering commercially-focussed activity for technology clients, globally. You will be in charge of leading a project forward holding all key responsibilities for a successful delivery.

This position holds full responsibility for the performance, delivery and management of a campaign. You will be an essential lead in coordinating the implementation of client services fundamentals as well as new processes, and will manage and administer systems to inform internal audiences and clients.



## Key Responsibilities Include:

### Client-facing

Work directly in partnership with the Account Director and Senior Account Manager to maintain, build and strengthen key client relationships. Expected to lead with confidence and to be able to have detail-orientated conversations with our clients.

### Financial Management

Oversee the financial lifecycle of projects and provides information on project budget and client's campaign performance (e.g. progress against target pipeline).

### Project Management

Set up and manage the delivery of key client campaigns - on brief, on time and in budget:

- Process rigour: work within agreed process, lead status reporting and regular project status meetings with clients with detail-oriented actioning of client feedback
- Manage multiple clients and campaigns in parallel, adopting a problem-solving mind-set and communicating clearly and logically

### Stakeholder Management

Work closely with internal and external partners to ensure our level of delivery meets expectations:

- Ensure all internal and external stakeholders are booked, briefed and updated accurately and on time
- Support other team members with the above when required

### Creative, digital & demand focus

Sound digital thinking with demand generation campaign experience from inception to completion:

- Multi-channel thinking and delivery across a customer / buyer journey

### Reporting

Create scoping documents, cost estimates, internal and external reports and project plans.

### Training

Assist the team in orchestrating new team member onboarding.

### Multi-tasking

Manage multiple campaigns - constantly rolling out new campaigns across international markets, a great problem-solver and extremely effective communicator. Be on the front-foot with knowing where projects are at, at any given time.

## Skills and Experience

- Highly motivated and a self-starter with sales and client service skills
- Enthusiastic, a go-getter who is happy to take the initiative and able to work at pace, jumping between different projects
- Commercially-focused with prior experience in a client service role – preference to those with B2B Digital and/or Agency background
- Has the drive to work independently and who takes pride in their work.
- Strong understanding of the B2B Technology landscape
- Highly organised multi-tasker with impeccable attention to detail
- Experience of working in a fast-paced environment, managing multiple projects and priorities and demonstrating effective organisational and time management skills

## Application

If you feel this role is for you, we would love to talk to you. Please send your latest CV to [People@qm-g.com](mailto:People@qm-g.com).