



**JOB TITLE:** ACCOUNT EXECUTIVE  
**LINE MANAGER:** ACCOUNT MANAGER or ACCOUNT DIRECTOR  
**DATE:** FEBRUARY 2023

## **PURPOSE**

To make your client and your manager happy by coordinating and supporting the management of all projects on a day-to-day basis, ensuring they run smoothly and achieve their full potential.

## **KEY DUTIES & RESPONSIBILITIES**

1. **Communication** - To respond promptly to client requests, managing expectations in terms of speed and delivery of response.
2. **Relationships** - To build strong relationships with clients so they value and seek out input and advice.
3. **Problem solving** - to initiate ways to efficiently and effectively deliver the client requirements and beyond when appropriate.
4. **Commerciality** - to monitor and manage the budget for all projects - across monthly retainers as well as project clients - and have a handle on client/project revenue and its impact on the profitability of the agency.
5. **Process** - to follow agency processes for estimating, quoting, scheduling, briefs, approvals timesheets, POs/invoicing, client development and client onboarding.
6. **Curiosity and self-development** - to seek opportunities to improve knowledge and pursue self-development and take responsibility for regularly reviewing own performance and personal development. actively bring your learning back to the agency and your client.
7. **Opportunities** - To actively seek out opportunities for the clients business that could also benefit the agency.

## **KPI**

Client Happiness - Maintain a high level of client happiness at all times, playing a vital role in ensuring zero legitimate client complaints and ensuring the agency maintains or improves its NPS score.