



Job Description: Account Supervisor

The Account Supervisor (A.S.) has a dual responsibility for both the day-to-day relationship with assigned clients as well as the project management of clients' projects.

The A.S. ensures that client needs are being met by providing exemplary project management, employing efficient and effective client communication, and by providing strategic thinking to client projects and business problems. The A.S. assembles, briefs and coordinates studio or third party resources to ensure projects are on-time, on-budget, meet the client's strategic goals and Origin's quality standards before they are delivered for approval. The A.S. holds the accountability for the account's growth and profitability, the long-term viability of the client/agency relationship, and overall client satisfaction. The A.S. is responsible for the management and development of any assigned Account Coordinators.

Job Details

Job Title: Account Supervisor

Direct Report: Principals

Position: Permanent, full-time, salaried

Salary Range: \$45,000 - 75,000/year

Benefits

Vacation: 2 weeks paid per year, plus paid non-stat days between Dec. 25 and Jan. 1

Recreation: \$500 recreation credit

Whistler
201-1002 Lynham Road
Whistler, BC V0N 1B1
604-932-8482

Montréal
55 Mont-Royal Ouest #603
Montréal, QC H2T 2s6
514-842-5252

Health: \$500 health trust reimbursement program

Training: \$500 per year in training (symposium, conferences, classes, or other)

Qualifications

A solid background in mid to senior-level marketing, account service and/or project management positions and/or demonstrated superior performance as an Account Supervisor. The Account Supervisor should demonstrate advanced verbal and written skills, analytical thinking, organizational skills, interpersonal communication skills as well as a clear understanding of the business of marketing, advertising, design and communication.

Account Service Responsibilities

- Providing efficient, effective and proactive client communication through day-to-day contact, weekly client status reports, and timely projects and budget updates
- Receiving, analyzing and interpreting client briefings
- Developing and presenting creative or strategic briefs to relevant Origin teams, ensuring they are strategically sound
- Troubleshooting any conflict resolution on client projects
- Providing clients with clear access to Origin senior management
- Working closely with account strategists to contribute to the planning and execution of those strategies
- Ensuring overall account profitability through regular and proactive project management and comprehensive project audits
- Providing value-added strategic thinking to client projects and business problems
- Aiding in the development of communications strategies and marketing plans
- Reviewing and approving all conceptual direction, creative strategies, and project materials before sending to client
- Analyzing client input and providing agency personnel with clear, well-documented input, support data and production materials as required
- Leading a yearly Agency Performance Review with the client
- Immediately advising the Agency President of any issues of concern, including, but not limited to: profitability, agency resources, quality standards, procedures

Project Management Responsibilities

- Developing project SOW's and quotations for client approval, by engaging appropriate agency departments
- Creating sound project plans and execution schedules using supplied resources
- Providing agency personnel with all necessary materials, content and specs at project onset
- Manage the internal communications of the project team
- Ensure project team engagement and facilitate team success
- Engaging appropriate Origin resources and suppliers for each client project
- Maintaining quality control on all client projects through thorough proofing at all stages
- Completing client projects on-time and on-budget whenever possible
- Conducting weekly project retrospectives and post mortems upon completion

Account Coordinator Management Responsibilities

- Managing the priorities and daily activities of Account Coordinators (when applicable).
Monitoring their capacities and prioritizing their workloads
- Ensuring the Account Coordinators meet all performance responsibilities and overseeing their training
- Providing leadership, mentoring and skill development to the Account Coordinators in the form of weekly one-on-ones and bi-annual Performance Reviews
- Managing the competitor review system

New Business Development Responsibilities

- Preparing month-end overviews of client's current activities, revenue forecasts, and business development recommendations
- Seeking out new business opportunities and play a leading role in their development
- Ensuring the accounts grow in revenue from all available sources
- Representing the agency at industry and community functions – promoting the agency at every opportunity and is fully familiar with agency credentials and specialties
- Continuously working to upgrade knowledge and industry expertise through available reading, courses and seminars