

ACCOUNT MANAGER

Reports to Account Director



WHO ARE YOU?

You are a problem solver and relationship manager. You thrive under the gun, raise your hand to lead new initiatives and are always eager to lend a helping hand to your colleagues. There isn't a relationship that you can't handle, and there isn't a challenge that you aren't ready for. **At the end of the day, you leave the office feeling confident about your relationships and the work you developed and delivered.**

You are committed to delivering exceptional results. You enjoy setting expectations, deadlines and goals, and then blowing them out of the water. Whether you are managing a small, medium or large account, you will put your heart into it and go the extra mile, no matter what. When all is said and done, you are ready for more. You learn quickly from your mistakes and surround yourself with people who you can learn from.

Let's just say, in a nutshell, big ideas don't scare you, you like using both sides of your brain, you know how to manage up, and you love being in the weeds.

Key Qualifications and Responsibilities

The ideal candidate for the Account Manager role believes in the core values of 360 Live Media – [The 360 Way](#) – and is driven by our philosophy and mission. Beyond that, we are seeking a candidate that has proven experience in building and managing client relationships with a demonstrated ability to collaborate with a driven, bright and diverse team. The successful candidate has experience in a marketing or advertising agency setting and demonstrates intellectual curiosity.

1. **Client-First Mentality:** Committed to serving our clients in a manner that helps them deliver on their business objectives, while helping 360 Live Media reach our goals. Passionate about getting to know our clients both personally and professionally, and using that knowledge to exceed expectations at every turn. Key responsibilities include but are not limited to:
 - providing day-to-day management for all assigned client accounts
 - defining strategies and tactics to drive an authentic customer experience
 - effectively setting and adjusting expectations with clients and internal teams

- leading and managing research projects to drive key insights
 - managing creative deliverables with client and internal teams
 - providing administrative and project support to account directors and senior account managers, including document creation and filing; spreadsheet and database development; maintaining accurate and detailed calendars; basic accounting tasks; note-taking
- 2. Results Focus:** Exceptional track record of exceeding client expectations. A bottom-line orientation, with evidence of the ability to consistently make wise decisions through a combination of analysis, wisdom, experience and judgment. You possess the ability to balance the delivery of client commitments against the realities of a budget, timeline, and competing projects and priorities; and you have an attitude of problem-solving and creative resourcefulness. Key responsibilities include but are not limited to:
- having accountability and ownership of scopes of work and master services agreements; possessing the ability to explain why and how specific actions will work creatively, tactically, strategically, metrically and financially
 - managing the tracking, reporting and measurement of client initiatives; providing proactive direction for quick adjustments and future strategies
- 3. Strategic Vision and Creative Agility:** Ability to think strategically; to anticipate future consequences and trends, and incorporate them into client planning; and to manage our clients at both a strategic and operational level. Key responsibilities include but are not limited to:
- collaborating with our internal team to develop and pitch new concepts to clients using a persuasive and confident approach to all engagements
 - participating in the conceptualization, design and development of creative and strategic solutions for 360 clients and projects
- 4. Action Orientation:** Enjoy working hard and rolling up your sleeves with the team; and ability to act nimbly and quickly to solve challenges and react as necessary, even if limited information is available. You are not afraid to take charge of a situation and make tough decisions.
- 5. Experience:** Minimum of 4 years of account/client leadership and planning experience in an agency environment

IN RETURN, YOU WILL HAVE ACCESS TO:

- ✓ highly competitive compensation, with annual bonus incentive
- ✓ 401K plan with company match
- ✓ full health, vision and dental insurance coverage
- ✓ three weeks of paid vacation, plus paid volunteer and sick days
- ✓ authority advancement program for professional development
- ✓ monthly transportation allowance
- ✓ *free lunch Wednesdays*
- ✓ employee referral bonuses
- ✓ everything Washington, DC (one of the top 5 Best Cities for Jobs, according to Glassdoor) has to offer
- ✓ intense, interesting days – every day – at one of Washington’s Best Places to Work!

WHO ARE WE?

360 Live Media is an award-winning marketing and experience design agency that helps industry associations and corporations reinvent their live events to achieve strategic business objectives. From event design, marketing, branding and creative, to program development and speaker training, we help organizations build their brands, increase relevance and generate more revenue. Working at the intersection of Madison Avenue, Silicon Valley and K St, we bring fresh ideas, new thinking and real results to association executives and the organizations they lead. In 2015, 360 Live Media was awarded one of the top 10 Best Places to Work in Washington, DC by the Washington Business Journal.

Our philosophy. We believe live media – events, conferences, trade shows and any forum where people connect face to face – is the original social media and the most powerful media platform to influence hearts and minds. A new frontier in marketing and communications has emerged through the powerful combination of digital and live experiences. We create uniquely innovative and disruptive experiences that help our clients engage, educate and connect their audiences in fresh, cost-effective ways that deliver results.

The U.S. events, conferences and tradeshow industry directly contributes \$280 billion in direct spending, with 225 million participants and a \$106 billion contribution to the national GDP, annually.

Working at 360 Live Media isn't a "sit-behind-your-desk, 9–5, do-the-same-thing-every day" kind of experience. Based in the heart of Washington, D.C., our team of young, fast-paced, energetic and entrepreneurial strategists, innovators and doers are driven to achieve growth for our clients and our company.

TO BECOME OUR NEXT ACCOUNT MANAGER:

If this describes YOU, please get in touch with us immediately. To be considered, please send us an email at jointheteam@360livemedia.com with the following:

- Clearly communicate why you are the ideal candidate for this role.
- Provide specific examples and experiences as proof points.
- Attach your resume and relevant marketing plans, budgets, campaigns or other materials that support your application.

Interested in working here? Then follow these instructions, because everything matters.