



Associate/Account Manager

STATUS: EXEMPT

SALARY RANGE: \$54,000 - \$76,000 *dependent on experience*

SUMMARY: Associates/account managers work in a fast-paced, high-energy environment and are responsible for juggling many responsibilities and competing deadlines. Associates provide the day-to-day management of a wide range of projects and serve as the primary point of contact for SE2 clients. Associates work with and coordinate project teams, contributing to project direction and strategy, development of project deliverables, and completion of project tasks. Associates work on a variety of client projects/accounts.

EXPECTATIONS & RESPONSIBILITIES

Account Management and Client Satisfaction (45%)

- Serve as a primary point of contact and advocate for SE2 clients, working to ensure their needs are met and work products are of high quality and as expected
- Manage client timelines, budgets, billing, and project profitability
- Collaborate with and demonstrate a growing ability to lead SE2 internal project teams
- Lead the development of scopes of work (descriptions, assumptions, estimates) and work plans, in conjunction with other agency team members
- Manage client expectations to ensure alignment and clarity in all work processes, details, and deliverables, ensuring that projects are aligned to business goals and objectives

Content (40%)

- Create communications and marketing content for clients' projects (e.g., communications plans, messaging, content calendars)
- Develop/work in collaboration with content and creative teams to ensure that SE2 work products deliver on clients' needs

Client/Project Strategy (15%)

- Identify and articulate clients' short- and long-term objectives to inform project strategists and project teams
- Ensure project teams are delivering work products that are on-strategy, advance clients' objectives and align with contractual obligations
- Proactively monitor and manage clients' issues to achieve client/project objectives

The logo consists of the letters 'SE2' in a bold, white, sans-serif font, set against a white square background that is part of a larger pink rectangular graphic.

**BUILT FOR
THIS MOMENT™**

- Support strategists and senior associates with the development of briefs (e.g., creative brief, research brief, media brief) and effectively balance dual expectations of clients and the agency
- Prepare and lead meetings with clients

CORE REQUIREMENTS

- 3-5 years of experience working in public relations, advertising, journalism, or a related field, with at least 2 years of those years being in an agency environment
- Proven critical thinking and problem-solving skills
- Excellent written and verbal communications skills
- Experience managing budgets of at least \$50K
- Strong digital media and content-development skills
- Personal computer skills plus proficiency in MS Word®, Excel®, Power Point® and Outlook®. Proficiency in using the Workamajig® project management platform is preferred.
- Possess a professional demeanor and ability to serve as a confident representative of the agency
- Have a solid understanding of communication principles and activities including branding, message development, strategic communications planning, and public relations
- Bilingual (Spanish) skills a bonus

BENEFITS

- Hybrid work-from-office/work-from-home work week
- Medical, dental, vision, and life insurance
- Paid holidays, vacation, and sick days
- 401k program, once eligible
- Phone stipend
- Professional development and training opportunities, including those for growth into broader areas of communications and marketing work