

POSITION DESCRIPTION

POSITION TITLE:	Account Supervisor
SUPERVISOR:	Account Director or above
EMPLOYEES SUPERVISED:	Intern, Account Coordinator, or Account Manager
FLSA CLASSIFICATION:	Exempt
TYPICAL PROGRESSION:	Senior Account Supervisor

POSITION SUMMARY

The Account Supervisor is responsible for managing partner services, quality and performance of accounts and project teams. This position understands marketing communications processes and capabilities, recommends appropriate strategies and tactics, and manages project execution.

POSITION RESPONSIBILITIES:**RESPONSIBILITY 1:** Excellent Account Management and Partner Services.

- Serves as daily partner contact and maintains strong relationships.
- Leads and communicates effectively with integrated teams, partners, and vendors.
- Demonstrates comprehensive knowledge of the marketing & communications industry and partner's business; shares knowledge with team and applies to strategies, plans, and programs.
- Plays a key role in developing integrated marketing & communications strategies, plans, and programs.
- Assists in setting project or account goals and managing against them.
- Generates ideas and solutions for partner goals and business growth, presents and integrates opportunities into accounts and programs.
- Leads and manages multiple projects simultaneously from initiation to completion, including anticipating challenges, proposing solutions, solving problems, offering counsel, and ensuring quality in adherence with budget and timelines.

- Effectively supervises and delegates work by coaching junior staff and managing up and across.
- Oversees quality and performance of projects and accounts to ensure it meets the needs communicated by partners and adheres to deadlines.
- Leads partner correspondence; Maintains detailed notes and provides updates and reports; Responds to partner requests in a timely and efficient manner.
- Strong research, writing, editing, and proofreading skills; demonstrates proficiency in writing skills for internal and partner deliverables.
- Develops strong marketing & communications products for appropriate internal and external channels; Critically evaluates work to ensure product advances the strategy and meets partner expectations.
- Supports development of statements of work and budgets, including tracking and monitoring account financials, billing, and profitability.
- Demonstrates knowledge of financials and scope management, including forecasting, budgeting, pricing, revenue, and profitability,
- Accurately records, submits, and approves time, expenses, and billing on a timely basis, and manages that of team.
- Follows financial policies and procedures, and manages that of team.

RESPONSIBILITY 2: Project Management Excellence.

- Comprehensive knowledge and proficiency in internal operations, systems, and integrated team work.
- Leads and oversees projects by writing project briefs, gathering and developing content, and providing clear direction and expectations for execution.
- Monitors the flow of projects to ensure that work is delivered within scope and on time; Proactively manages potential challenges by proposing early solutions and managing resolution.
- Provides effective feedback and facilitates internal and partner reviews, ensures feedback is communicated and responded to.

- Measures and reports work performance and prepares Partner updates in a regular and timely manner, including insights and recommendations.

RESPONSIBILITY 3: Personal and Team Growth.

- Commits to continued learning and improvement of technical and leadership skills by seeking opportunities to learn new skills through internal and external resources.
- Monitors and stays up to date on trends, tools, and best practices in marketing; shares and applies key learnings.
- Develops relationships with industry contacts, associations, etc.
- Demonstrates behaviors consistent with The Partnership's code of conduct and values of Purpose, Passion, and Partnership.
- Helps mentor, coach, and manage junior staff.
- Manages strengths and weaknesses of self and others; addresses performance issues in a timely manner.
- Provides ongoing constructive feedback and takes feedback as a learning opportunity and acts upon it.

PREFERRED QUALIFICATIONS

- Bachelor's degree in Marketing, Communications, Public Relations, Media, or related field
- At least 4 years of experience in Marketing, Communications, Public Relations, Media, or related field
- Proven ability to manage multiple large projects and accounts
- Deep understanding of partner's industry, business, goals, and stakeholders
- Strong interpersonal, communication, and organizational skills
- Strong research, writing, editing, and proof-reading skills
- Proven ability to assess and develop the work of others

Reviewed by: _____ Date: _____
Account Supervisor

Approved by: _____ Date: _____
Supervisor

This position description in no way states or implies that these are the only duties to be performed by the employee. He or she will be required to follow other instructions and to perform other duties requested by his or her supervisor.