

Job Description

POSITION TITLE

Client Account Director

DEPARTMENT

Account Services

POSITION REPORTS TO

Executive Management Director and CEO and will be a member of the management team.

KEY DUTIES AND RESPONSIBILITIES

This individual will be responsible for leading the development of an integrated internal branding program for a world class financial services firm in New England with the help of a cross functional brand team including account management, creative/designers/art directors, planners, production management, traffic management, and the firm's business/finance operations and budget management.

- Lead annual planning and strategy utilizing Inward's proprietary methodologies and processes
- Manage the account and creative team to manage projects, keep track of assignments and traffic production
- Maintain program management and status reporting
- Maintain multiple projects and reporting based in our Boston office
- Maintain close and regular communication with the client.
- Supervise project management at the execution level
- Ability to respond quickly to client's requests and questions
- Develop an understanding and knowledge of Inward's methodologies, processes and capabilities
- Understand Inward's resources and how to apply them to client's needs
- Provide regular and timely status updates and keep the team informed at all times
- Supervision of project management tracking software
- Inform team of pending deadlines, job tracking, traffic management issues internally and externally
- Conduct client budget management, in concert with the Business Operations Manager
- Recruitment/training of account project management staff.

EDUCATION

Bachelor's degree in business administration, marketing, advertising, communication, organizational design. MBA a plus.



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EXPERIENCE REQUIRED

- 10-15 years of experience in creative/design/ad agencies, brand consulting firms, professional services, client account services and experience leading a piece of business
- Practical experience and knowledge and or experience at an ad/promotion agency, creative design firm, PR firm, shopper marketing agency or communications consulting firm
- Demonstrate excellent organizational and communications skills
- Possess strong process and operations mindset
- Traffic management experience
- Ability to prioritize and multi-task
- Strong interpersonal skills
- Ability to communicate various points of view
- Ability to positively influence, inspire and lead others cross-functionally

ABOUT US

Inward Strategic Consulting is a Boston based, Internal/External Brand Consulting firm that specializes in vision, mission and values, team alignment, internal branding, change communications, external branding and communications planning. In addition we offer full-service marketing intelligence and research. We bridge the gap between strategic consulting firms and traditional advertising/communications companies.

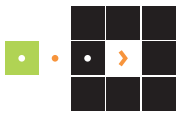
We serve world class clients with our proprietary collaborative processes and thought leadership which are best in class. We are always client focused, with innovative talent and project management that foster long-term relationships and provide real value.

We are growing with many new nationally and internationally recognized client brands. We are expanding our capabilities and are adding fresh new tactical/executional capabilities that require us to hire a talented, self-motivated Client Account Director to manage a new client in New England. Inward has proprietary methods, processes and frameworks that sequentially improve employee awareness and understanding, thereby employees become committed and enrolled which ultimately changes behavior to become supportive of strategic initiatives and brand programs. This is enabled through persuasive communications, creative expressions through experiential events, training, gamification, peer to peer and HR communications and recognition and reward programs.

COMPENSATION

Compensation will be commensurate with experience. Please provide compensation history in your cover letter. Full benefits package includes health, dental, 401K, insurance, vacation, PTO and more.





Inward

STRATEGIC
CONSULTING

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DESIRED SKILLS, EXPERIENCE & PERSONALITY

The ideal candidate will have a hands-on approach to creative problem solving and tasks in an efficient and timely manner. We are looking for someone who is a self-starter but at the same time can work within a team environment. This person must be able to adjust to a rapidly changing environment as demanded by our client, a world class financial services firm. He or she must be a collaborative person that recognizes that great creative ideas can come from anywhere or be based on the team's abundant mentality. The candidate must have a sense of humor and be a people person as this individual will be the first point of contact with the client. The ideal candidate will be a strong teacher and mentor with a hands on "let me show you" approach. This is a chance to be part of a growing and exciting corporate culture of inclusion and collaboration, creative excellence, productivity and efficiency.

