



## Account Manager

### Overview

The Account Manager is responsible for the day-to-day execution of client programs and projects, ensuring that each is on brand, on strategy, on time, and within budget. The Account Manager builds and maintains strong, lasting client relationships built on trust, while also developing positive relationships, morale, and a sense of teamwork among agency staff.

Know what else you need to be? A proactive self-starter. You can't be waiting around being told what to do; you figure out what needs to be done, and you do it! We want smart, thoughtful, innovative, critical, resourceful thinkers who can help us solve client marketing problems with killer creative solutions.

### Primary duties and responsibilities

- Operate as the clients' day-to-day contact, executing defined communications plans and project requests in accordance with client objectives and budgets, while simultaneously managing resources and expectations to ensure successful completion of all initiatives.
- Consult with the account director and creative team to communicate client objectives and develop plans for execution.
- Play a dual role of client advocate and Burns team advocate, identifying and communicating effective resolutions to issues as they arise.
- Develop detailed statements of work in partnership with account director.
- Lead meetings and conference calls, and effectively set up presentations of creative work.
- Keep projects on track through schedule development, clear task lists, issue tracking, status reports, and meeting notes, working closely with the creative services project manager.
- Review all work prior to submitting to the client for approval, and secure client approvals at appropriate milestones.
- Ensure estimates are generated and approved in a timely fashion.
- Facilitate billing to the client after checking for accuracy and reviewing against estimate.
- Participate in new business activities as assigned.

### Qualifications

- Minimum of a bachelor's degree or equivalent business experience preferred
- Must have at least 3-4 years of agency experience
- Experience with successfully developing meticulous project scopes, plans, budgets, and timelines
- Advanced computer skills with experience in widely utilized applications in the agency environment

### Required attributes

- Strong communication, organizational, and proactive problem-solving skills
- Unwavering attention to detail
- Ability to effectively handle multiple assignments at one time
- Resourcefulness
- "One team, one dream" attitude
- Positive outlook and strong interpersonal skills

### The details

- Full-time position
- Salary is commensurate with experience level
- Benefits include paid vacation, 401k, medical/dental/vision
- Plus, you get to work with an amazing team

### About Burns Marketing

Burns began in 1972, with just one client. Since then, we've served Fortune 500 companies, technology innovators, and causes near and dear to our heart. Today, Burns is one of the foremost agencies of its kind. Our results-driven team of creatives, designers, strategists, misfits, and makers continues to blend creativity with practicality to yield powerful results for our clients. Our client list includes Hewlett Packard Enterprise, Water Pik, Ericsson, Coalfire, Rocky Mountain Cancer Centers, Otter Products, Hach, and more.

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