

# JACKSON

**Job Title: Account Coordinator**  
**Department: Account Services**

**Status: Regular, Full-time, Non-Exempt**  
**Reports to: Account Executive or Supervisor**

**Position Summary:** The Account Coordinator (AC) is responsible for working in conjunction with the Account Lead in the day-to-day management of projects on multiple accounts. The AC will develop and maintain a working knowledge of company processes and client accounts to provide internal support and client back-up when AL is unavailable. Management/Support includes initiating jobs and estimates in work system, preparing project status reports, proofing, scheduling and set-up of internal project meetings, client meetings, assisting with forecasting, tracking, and client contact reports.

**General Purpose:** Internal and external support for account management, project management and proactive problem resolution.

**Essential Functions:**

***Client Knowledge/Contact***

- Develops knowledge and actively seeks current information about the client's industry, organizational structure, products, services, markets and distribution networks
- Familiarizes him/herself with client contacts (including their preferred communication methods and branding requirements)
- Contacts client(s) for approvals of estimates, concepts, copy, layouts, etc., as needed
- Consistently initiates ways to add value to all client-specified assignments
- Proactively looks for ways to tailor his/her reporting and communication method to the client's specific style and needs

***Account Support***

- Researches, gathers, assembles materials for tracking and reporting purposes
- Communicates daily with senior account management personnel to provide support with ongoing projects as well as new/unexpected needs as they arise
- Assists in preparation of contact reporting, forecasting and billing as directed by senior account management personnel
- Utilizes company's account management methods and workflow to deliver quality work
- Proactively identifies and provides solutions to problems
- Begins to identify new business opportunities with existing clients

***Administration***

- Expedites client contact reports as directed by senior account management personnel
- Proactively updates and archives account files
- Assures timely delivery of client correspondence, materials and invoices
- Enters record of billable time within 3 days into Jackson's accounting software
- Assures that Letters of Estimates (LOEs) and Revised Estimates are completed for all billable jobs

***Project Coordination***

- Attends Traffic/Production meetings and follows-up on unfinished projects until completion
- Prepares creative briefs and creative requests for new jobs
- Proofing of unfinished work to ensure accuracy before final production/presentation for client
- Holds internal input meetings
- Manages projects, which are less strategic in nature, from start to finish
- Opens jobs and enters alerts in JACKSON's job tracking software

**Job Title: Account Representative**  
**Department: Account Services**

**Status: Regular, Full-time, Non-Exempt**  
**Reports to: Account Executive or Supervisor**

**Knowledge/Skills/Abilities**

**Required:**

- Bachelor's or Associate's degree in related field, and/or commiserate experience
- Excellent, pro-active interpersonal and communication skills (written and verbal)
- Strong time management, organizational and critical thinking skills
- Able to follow direction and work with minimal supervision
- Work efficiently under stress
- Ability to read and comprehend instructions and correspondence
- Ability to effectively present information in one-on-one and small group situations to clients and other Associates of the organization
- Strong computer skills, including proficiency in MS Outlook, Word, Excel, and PowerPoint
- Ability to problem solve and think critically– using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Proactive, resourceful, quick learner, multi-tasker, strong team player
- Commitment to Company Values

**Preferred:**

- 1+ Years Account Service experience
- Prior Agency experience

**Travel:**

- Minimal, <10%

**Reporting to this Position:**

- n/a

**Physical Demands**

While performing the duties of this position, the Associate is occasionally required to move about the office, use computers, phone, video conferencing and other general office equipment. The Associate must occasionally lift up to 20 pounds.

**Work Environment**

The noise level in the work environment is usually moderate.

**General sign-off:** The Associate is expected to adhere to all company policies.

**Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.**

I have read and understand this explanation and job description.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_