

Client Project Manager/Account Executive

About Response Media

We are one of North America's leading digital media and email marketing agencies, but we aren't your typical agency. Our diverse and motivated team has an average tenure of 14 years and has worked with leading world-class brands from companies including Procter & Gamble, Disney, Reckitt, Coca-Cola, and Danone. Family-owned since the beginning, we place significance on work-life balance while still delivering exceptional results for our clients.

We are currently looking for a motivated Client Project Manager/Account Executive with at least two years of agency experience. You'll be expected to coordinate the day-to-day tasks of multiple client projects while being mentored by a Senior Account Director. Typical digital media and email marketing campaigns span the financial services, CPG, food and beverage, travel and tourism, and B2B industries. You'll also have the opportunity to learn and grow across different areas of the business to develop your career further.

Responsibilities

- Collaborate with client and agency teams to ensure client satisfaction and campaign success
- Ownership of ALL tactical project components, from kickoff to deployment
- Input all campaign information into and communicate quickly and clearly via the project management software Wrike
- Create campaign requirements documents, including creative and technical briefs, QA summaries, and strategic elements
- Organize and import assets into Box for the creative team
- Communicate with clients directly on all campaign assets, changes, and approvals
- Proactively anticipate creative questions and needs and clarify with clients prior to kick off to help with internal efficiency
- Manage internal workflow between creative and production teams and outside vendors as necessary
- Own the relationship with internal teams—you will be the go-to person to make decisions on production and creative elements
- Support the Senior Account Director (trafficking and organizing assets and communicating changes) and VP of Strategy on strategic client initiatives

Key Qualifications

- 2+ years of project management experience; client-facing experience preferred
- Prior agency experience, with a focus on digital CRM and media acquisition; CPG experience preferred
- Strong organizational skills and ability to multitask, prioritize, and work under pressure while meeting tight deadlines

- Proven project management experience (timeline development, trafficking, etc.) and QA protocols—you will collaborate closely with the creative and campaign management teams
- Flexibility—you must be a team player and comfortable stepping in to help wherever you're needed
- Experience with shared collaboration tools, such as Box and Wrike, and online proofing software
- Experience working with reporting and analytics tools to prepare campaign reports
- Strong PowerPoint and Excel skills
- Outstanding verbal and written communication skills
- Bachelor's degree or equivalent experience

If you don't meet 100% of the requirements, we encourage all who feel they might be a fit for the opportunity to apply. We may consider a variety of backgrounds for a particular role and are also committed to considering candidates for available positions throughout our organization, not just the one you're applying to!