

Account Manager

More information about this job:

The Account Manager works in partnership with the Account Executives, Sales Managers, BLAINE team members and the client in meeting objectives and exceeding client expectations by delivering best-in-class service, providing proactive solutions, quality products and services on-time and on-budget. The Account Manager assists the Account Executives / Sales Managers in maintaining positive client relationships and assist in growing client business as appropriate.

Responsibilities:

- Ensure production information is communicated effectively and follow through to completion.
- Manage Floor plan/booth layout development, designs/renderings, graphics coordination and organization of archiving process.
- Prepare show site information for sales team, clients and show site supervisors, as requested and may include work ticket books, order forms, floor plans/layouts, travel information and transportation.
- Develop, monitor and distribute timelines and schedules.
- Work closely with sales team on assigned jobs in advance and at show site, as required.
- Function in role of client liaison as required.
- Travel to show site for the event/project when necessary in cooperation with the sales team.
- Arrange for all necessary communications, including telephone, radios and other communications services as required on show site if necessary.
- Meet with onsite personnel including, facility representatives, general foremen and other service contractors.
- Archive all show information for future reference along with invoicing support, graphics and any necessary changes on future events.
- Coordinate activities of BLAINE 3rd party vendors and clients' outside agencies.
- Exceptional organizational skills and ability to multi-task; able to manage shifting client priorities and multiple/simultaneous client shows and projects.
- Ability to proactively provide practical solutions in a time sensitive and fast paced environment.
- Articulate, poised and polished with the ability to communicate clearly, concisely and professionally both verbally and in writing.
- Perform other duties as assigned.

Qualifications:

- High School Diploma or Associates Degree
- Minimum two + years of industry related experience
- Ability to work independently on assigned accounts
- Ability to write reports, proposals, business correspondence and procedure guides.
- Ability to effectively present information to and respond to questions from managers, clients and general public.
- Ability to read construction plans, line drawings and floor plans.
- Excellent communication skills.
- Demonstrated customer service skills.
- Proven Microsoft office skills
- Demonstrated organizational skills.
- Proven project management skills.