



SENIOR ACCOUNT MANAGER

Client Services Department, Perm
July 2024, Tommy Los Angeles

WE ARE TOMMY, ARE YOU?

Are you a proactive go-getter who loves to build and grow client relationships? Are you eager to find and work on award-winning, groundbreaking, and innovative projects? Are you a problem solver who thrives in a fast-paced, entrepreneurial environment?

If so, this job is for you.

We're looking for a Los Angeles-based Senior Account Manager to join our creative + production studio. You'll work closely with our creative talent to nurture relationships and deliver projects for the likes of Disney, TikTok, Paramount Pictures, and Netflix.

RESPONSIBILITIES

As the Senior Account Manager (SAM), you'll be responsible for identifying and nurturing opportunities for account growth, as well as leading multiple projects at one time, working with the small but growing Tommy team in LA + main office in London to deliver strategic proposals and first-class campaigns.

You'll be the beating heart of the Client Services team, reporting to the Senior Vice President and working closely with the Executive Creative Director based in LA and global Production teams.

You will be expected to:

- Develop a thorough understanding of our clients' marketing objectives, strategies, and processes
- Work under the leadership of the Los Angeles Senior Vice President, alongside Production, Creative, and Studio teams globally to ensure the clients' objectives are met in the course of delivery of pitches and project work
- Act as the main client contact and oversee a roster of client accounts with multiple project teams
- Work with the Senior Vice President to develop, manage, and maintain account plans across all key accounts, aligning agency and client objectives and identifying opportunities for longer-term account and revenue growth
- Intake client briefs and work with creative and strategy leads to turn them into internal project/creative briefs
- Gain client alignment on project objectives, approaches, and budgets whilst operating with Tommy's best interests in mind

- Be familiar with the strategic and creative development process, collaborating with the Strategy, Creative, and Production teams to create client presentations and proposals
- Manage timelines for key projects, working with the production team to ensure projects are optimally resourced to meet said timelines
- Be responsible for the finances across a roster of key accounts, maintaining internal and external-facing finance trackers, keeping track of incoming vs. outgoing revenue (including third-party costs), and contributing to financial forecasting
- Coordinate and participate in internal client-related meetings, keeping on top of clients' projects, status, and deliverables
- Evaluate ongoing account development and proactively propose improvements to ways of working
- Oversee the end-to-end production process for key projects, ensuring seamless execution from concept through to delivery.
- Work closely with the production team to develop project scopes, budgets, and schedules, and ensure they are adhered to.
- Troubleshoot and resolve any production issues that arise, ensuring minimal disruption to project timelines and quality.
- Ensure all deliverables meet Tommy's high standards for creativity and technical execution.

SKILLS

Account Management

- Ability to manage client expectations and nurture relationships
- Ability to intake client briefs and develop strategy/creative briefs for the internal team
- Keep detailed timing plans, budgets, and trackers up to date for clients
- Ability to facilitate communication between external clients and internal teams
- Ability to work in a fast-paced environment while managing multiple changing priorities
- Ability to delegate appropriate tasks across departments to maximize efficiency

Commercial Account Growth

- Understanding of account objectives and financial goals, with the ability to work alongside the Senior Vice President to set, monitor, and achieve these
- Ability to work alongside peers, account teams, and superiors to develop further strategies to drive more work from clients, resulting in growth and increased financial success
- Ability to assess account health to determine areas for improvement/up-sell opportunities
- Ability to leverage client relationships for introductions to additional businesses/brands

Leading & Collaborating With Others

- Ability to take direction from direct line manager (Senior Vice President)
- Ability to communicate, collaborate, and work on a team to foster positive working environments
- Actively work to bring Tommy's three locations closer to one another. Finding creative solutions to communicating client and business needs internally

QUALIFICATIONS AND EXPERIENCE

- 4 or more years working at a creative agency or marketing firm
- Strong examples of work in a range of campaigns ideally including interactive experiences, web, mobile, experiential, social and video content
- Excellent verbal and written presentation skills, with the ability to build persuasive proposals
- A deep understanding and awareness of creative and project development and experience tying project goals to business goals
- Strong organisational, conflict-resolution, and problem-solving skills

GET IN TOUCH

If you think you've got the skills, talent, and style to be our new Senior Account Manager, get in touch with us at work@thisistommy.com. Send your resume and any links along with a cover letter email explaining why you are the best person for the job.

We're committed to furthering equality and diversity in the creative industry, so we'll be especially happy to see applications from underrepresented backgrounds. Tommy believes the advertising industry should reflect the world to which it speaks.

Local applicants legally allowed to work in the US and able to work in our Los Angeles office only, please. If you're a recruiter, please don't call us. We'll call you.