



Account Coordinator

July 2021

An Account Coordinator works in tandem with Account Executives to provide assistance in the day-to-day management of projects and keep work moving forward. Duties include managing budgets, timelines, deliverables, reporting and other administrative tasks for assigned clients in collaboration with account leadership, creative and Agency Operations. Adept at office management systems and virtual communications software, they follow appropriate process protocol throughout each project, and ensure client satisfaction. They provide support that will strengthen and benefit clients, client relationships, the team and the organization.

Primary Responsibilities

Partner with Account Managers to plan, execute and finalize projects across all communications channels, including managing timelines and budgets in partnership with Agency Operations; Manage details and interface with multiple clients, projects and project assets simultaneously; Prepare and maintain documentation, such as meeting agendas, reports, proposals and other client communications and correspondence; Organize and archive files and samples; Participate in and document discussions during client meetings and conference calls; Monitor and respond to client queries; Archive past project information as appropriate; Maintain, display and communicate a clear understanding of creative strategy on all projects; Works with Agency Operations to establish budgets and invoice schedules that work for clients and to ensure appropriate timelines for the team and the client; Secures budget and timeline approvals; Ensure creative briefs are available and helps to communicate strategic objectives to team members; Partners with teams to manage workflow internally and externally; Partners with Agency Operations to confirm invoices and ongoing budgets with clients; Able to navigate alongside other teammates for a variety of clients.

In some cases, an Account Coordinator may serve in multiple roles, as this position can stretch to allow for the development and delivery of specific strategic services and their implementation, such as social media, public outreach, media relations, copy development, design and events.

Secondary Responsibilities

Stay abreast of evolving trends, media, individuals and opportunities in the field and as related to their specific client list; Gain knowledge about client industries and share information with the team; Contribute as a positive team member; Participate in the success of the organization by attending events and through professional organizations; Represent Emspace + Lovgren in the community.

Education

Minimum BA required

Experience

2 years + experience is preferred. Strong communications background (sector-specific and/or agency experience a plus); committed to/experienced at working with teams; has had previous success working in a fast-paced, deadline-driven environment.

Important Attributes

Understanding of available resources and channels of communications; Creative problem-solver; Detail-oriented, organized, able to multi-task; Excited to explore evolving technology tools. Able to work in a variety of situations with a variety of personalities; Self-motivated yet able to thrive on a team; Committed to client, team and agency success; Engaged in and passionate about Emspace + Lovgren work; Cool under pressure, can handle sensitive situations with grace and professionalism; Positive attitude, able to energize teammates; Willing to push for the best solution; Committed to working inside the agency's project management system and to help others do the same. No job too small; Good follow-through, sees opportunities and is able to leverage them for the good of the organization/client; Interested in and able to think in new directions, willing to learn new things and expand skill set as opportunities arise; Brings new coordination, software and technical support opportunities to the team; Flexible.

Requirements

- BA degree and at least 2 years of experience working on integrated communications, including traditional, non-traditional/digital campaigns and website launches and/or media, social media or events is preferred
- Understand creative development workflow for online, print and media disciplines
- Interface experience with teams to ensure workflow, timelines and budgets are properly managed
- Interface with VP Client Services to ensure accounts and clients are optimized
- Strong verbal, writing and presentation skills
- Strong social media understanding
- Organized, detail-oriented, proactive and a multi-tasker
- Able to solve problems creatively
- Is flexible: Will quickly and easily adapt to changing mandates, priorities and circumstances
- Is resilient; Possesses a "make it work" mentality
- Proven track record as a collaborative, generous team player; readily shares ideas but also can happily build on others' ideas
- Is passionate about breaking new ground – new ideas, technology, channels, opportunities
- Is able to manage time appropriately and meet aggressive deadlines
- Manages production processes and budgets effectively
- Takes pride in the work of the agency
- Cares about our community
- Takes personal responsibility for quality processes and outcomes
- Is committed to helping the agency grow
- Familiarity with Microsoft Office Suite required
- Familiarity project management system a plus
- Comfortable exploring and expanding use of virtual communications technologies
- Familiarity with Adobe Creative Suite a plus
- HTML and/or WordPress experience a plus

Labor Status: This is a professional position

Supervisory Responsibilities: None

Reports to: VP of Client Services

Contact:

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About Us

Emspace + Lovgren crafts thoughtful communications around ideas that matter.

We've developed a reputation for partnering with organizations and initiatives that improve quality of life right here in Omaha, Council Bluffs, our region and our state. That means work on behalf of key community issues, like how our urban core develops, how we move around the city, health, education and culture. Our award-winning strategies, powerful messages and purpose-driven design inspire audiences across communities to take action and make change.

Joining the Emspace + Lovgren team is an important decision. Because the work we do is so vital to our community's future success, we set a high bar for ourselves and we take responsibility for each clients' success as well as for each other. We are smart, creative, connected, dedicated, passionate, thoughtful and trusted. And we always strive to move forward as a team.

You can find us close to the action in Midtown Omaha, just north of Turner Park on Dodge Street. It's the perfect location for walking, bicycling, using transit and accessing I-80.