

Account Coordinator/Manager

Job Description

Account Coordinators and Account Managers provide day-to-day management for account teams, driving projects and keeping account work moving forward. They are deeply involved with project details and are central to both the internal team and client experience.

In these roles, you will manage budgets, develop and manage timelines, assign tasks, ensure quality and timeliness of deliverables, prepare for and manage meetings, and develop documentation, client reporting and other tasks assigned in collaboration with account leadership, the creative team and agency operations. Account Managers bring deeper experience, operate with more independence and interface with clients at a higher level.

Adept at office management systems and virtual communications software, these roles lead process protocol throughout each project and ensure client satisfaction. They provide critical support that strengthens and benefits client relationships, the team and the organization.

This Omaha-based role is an office-centric, full-time position with work-from-home flexibility as appropriate. Successful candidates will thrive in fast-paced, collaborative environments and are expert at navigating deadlines and changing client needs with expertise and professionalism.

Account Coordinator/Account Manager salaries typically range from **\$45,000 to \$65,000** based on experience and skill sets.

Primary Responsibilities

Partner with Account Strategists and teams 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; Work with Agency Operations to establish budgets and invoice schedules that work for clients and to ensure appropriate timelines for the team and the client; Secure budget and timeline approvals; Ensure creative briefs are available and helps to communicate strategic objectives to team members; Assign and manage task timelines; Partner with teams to manage workflow internally and externally; Partner with Agency Operations to confirm invoices and ongoing budgets with clients; Demonstrate ability to navigate alongside other teammates for a variety of clients. Participate in and contribute to Emspace + Lovgren's IDEA (Inclusion, Diversity, Equity and Accountability) work; Enhance agency culture.

This position may include the ability to stretch toward 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 recommended

Experience

Coordinators should have 3+ years of experience; Manager roles should have 5+ years. Extensive agency and/or project management experience is highly valued; those with deep experience are encouraged to apply for this position or a variation.

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. Is comfortable (and can thrive in) challenging and dynamic environments.

Important Attributes

Detail-oriented, organized, excellent at multitasking and time management; Excited to explore evolving technology tools. Able to work in a variety of situations with a variety of personalities; Understanding of available resources and channels of communications; Reliable and self-motivated to drive work for the team; Dependable and conscience problem-solver; unafraid to lead; Self-motivated yet able to thrive on a team; Committed to client, team and agency success; Demonstrates a commitment to, and actively works toward, a culture of inclusion at Emspace + Lovgren; Engaged in and passionate about Emspace + Lovgren work; Cool under pressure, can handle sensitive situations with grace, professionalism and discretion; 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; Ready to commit to a new professional home.

Requirements

- BA degree anticipated
- Agency experience highly valued
- At least 3 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 digital, 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 contributes to 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 Google Workspace and Microsoft Office Suite required
- Familiarity with project management systems 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: Brian@emspacegroup.com

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, 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.