



**FreshForm.**

## Senior Account Manager

The Senior Account Manager leads the successful planning, management, and execution of client projects and campaigns. This position suits an organized, articulate, highly self-motivated individual with ambition, strong interpersonal skills, integrity and a sense of humor. The Senior Account Manager will join our veteran team and help fuel our growth, while maintaining our high quality standards.

Senior Account Managers are the primary interface between FreshForm and our clients. This senior position will be very strategically-minded and will work with our clients to plan and execute work that meets client business objectives.

### Primary Responsibilities:

- Collaborate with clients and various internal team members to understand and communicate client needs to internal teams
- Provide our clients with strategic thoughts and guidance, helping to achieve their business objectives
- Assist in accurately scoping and estimating projects
- Establish and maintain project briefs, budgets, schedules, milestones and regular status reports
- Accurately document all project activity
- Mentor junior level account team personnel
- Assign tasks and deadlines according to internal and client agreements, and ensure deadlines are planned, clearly understood and met
- Track and manage ongoing project scope and budget
- Hold clients and internal team members accountable to their delivery commitments
- Proactively communicate with clients on a regular basis on project progress, changes, and obstacles
- Proactively grow accounts by providing excellent customer service and strategic foresight
- Identify and recommend opportunities to clients

### Additional Responsibilities:

- Review time and productivity of team members
- Update and distribute project status updates
- Manage efforts of outside contractors assigned to projects
- Plan and track team resources
- Help to improve internal processes
- Project QA testing
- Perform industry and client research

### Requirements:

- 4+ years experience with digital agency account management
- Strong critical thinking and problem solving skills
- Creative thinker, quick learner and a self-starter with a drive to make the business stronger
- Exceptional written and verbal communication
- Ability to work effectively with people of all levels of a company and of varying personalities
- Ability to work through challenging situations without getting flustered
- Thorough knowledge of...
  - websites, apps, social media, analytics and various other interactive platforms

- o the creative/interactive process
  - o information architecture, user experience and user interface designs
- Knowledge of various account/project management tools (e.g. Google Apps, Adobe Creative Suite, Basecamp, etc.)

**About FreshForm:**

FreshForm is a leading San Diego-based digital agency committed to creating exceptional digital experiences with the power to transform brands. To join our talented team, you must be team-oriented, adaptable, respectful and committed to our common goal. We work with national and international brands in industries including higher education, technology, entertainment, financial services and more.

In addition to competitive compensation and a supportive work environment, benefits include a flexible work schedule, health insurance plan, retirement plan with matching, paid holidays, and generous paid time off.

Please send your resume and cover letter (PDF format) with salary requirements with "Account Manager + your name" as the subject line. Send to [careers@freshform.com](mailto:careers@freshform.com)