
DPEM

event marketing

ACCOUNT MANAGER ROLES & RESPONSIBILITIES

POSITION SUMMARY

We're looking for a talented Account Manager ready to hit the ground running with a positive attitude and knowledge to share. The Account Manager acts as the "Client Sherpa," the trusted partner that guides the client through the experiential journey. They function as a liaison between the client and the DPEM team to manage and set expectations, track program deliverables, and lead communications to all team members, ensuring that programs run on time, on budget and achieve overarching objectives. Success in this role is achieved when the Account Manager becomes a trusted and dependable resource to our clients, giving them peace of mind knowing "DPEM's got it."

THE ROLE

- Owns and maintains a consistent day-to-day client relationship, from onboarding and new project development through to execution and project wrap up.
- Strong focus on growing and developing new business with existing clients and leading appropriate agency action/response.
- Builds positive and trusting client/agency relationships based on delivering creative solutions with efficiency and effectiveness.
- Listens closely to each client, articulating their situation, goals, and requirements to the Production and Creative teams.
- Manages all client-specific aspects of execution including project scopes, contracts, program deliverables, budget (including tracking, billing, reconciliation, reporting, and client approvals), timelines, metrics, measurement, and post event evaluation.
- Represents client in all aspects of creative development from briefing and development to internal approval and client presentations/revisions.
- Provides financial oversight and monitors project revenue income against project and overhead expenses, communicates key budget recommendations and project-specific information to inform agency financials.

IDEAL SKILLS AND BACKGROUND

- Bachelor's degree in Business, Marketing or Communications preferred.
- 6+ years of experience in a Client Service/Account Management department, preferably in an event or experiential agency.

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- Demonstrated ability to communicate, present and influence effectively at all levels of the organization, including executive and C-level.
- Exceptional relationship builder with the ability to operate at a strategic level with key clients and help resolve issues smoothly and effectively.
- Managed budgets of +\$1M.
- General understanding of agency finance and accounting practices (contracting, billing/invoicing, procurement, etc.).
- Commitment driven with proven ability to effectively manage multiple projects at a high level.

ABOUT YOU

- Resourceful go-getter, eager to dive in headfirst and not stop until you have a clear answer.
- Gravitas and charm. Has presence in a room, ability to gain trust, earn respect and influence people.
- Seeks opportunities for teamwork and collaboration with internal and external partners.
- Detail-oriented, ensuring no stone is left unturned and thinking of all possibilities before making a decision.
- Viewed as a strong, respected and inspiring leader by current leadership, peers, clients, and direct reports.
- Entrepreneurial mindset with flexibility, stamina, relentless high energy and drive.
- Powered by curiosity, excited by strategic exploration that results in unique and engaging experiences.

APPLICATIONS:

Email resumes to: HR@dpem.com. Please include "Account Manager" in the subject line.