

### Expectations

- Challenge each client to reach their full potential
- Think "Big" for our clients and the agency
- Develop new business for the agency
- Become an indispensable business partner for the CSM client base
- Manage clients on a daily basis with a sense of urgency
- Encourage others around you to do the same
- Get the work done efficiently and accurately
- Stop along the way for a 50,000 foot view
- Demonstrate a positive attitude

### Key Duties/Responsibilities

1. Develop positive relationships both internal and external. Provide honest, constructive feedback for client satisfaction.
2. Daily/weekly contact with new and existing clients regarding the overall management of their business. This includes status meetings, conference calls, normal work flow.
3. Develop and present AT LEAST ONE significant new idea (or added value point-of-view) per quarter to each client. Demonstrates the ability to bring programs/ideas to each client that are good for the Client and beneficial to agency growth.
4. Develop and maintain positive relationships with all key client contacts. Establish a position of leadership with the client. Make yourself an indispensable part of the client's team.
5. Exhibit an ability to think big and develop strategic thinking for clients. Provide strategic guidance and motivation to internal teams to ensure on-target work.
6. Manage the flow of work internally and with clients. Make sure the projects are on-time, on-budget and meet or exceed client expectations.
7. Daily management of client budgets and management of specific account profitability.
8. Demonstrate effective presentation skills both internally and with clients.

### Requirements

- Minimum four-year college degree
- Agency and/or Marketing experience
- Demonstrate strong business sense
- Excellent written and oral communication skills
- Quick learner
- Multi-tasking ability
- Strategic thinker – understand the brand and proactively develop sound marketing programs
- Proficient at Word, Excel and Powerpoint