

## **Account Director**

**Location:** Houston, TX (on-site)

**Hours:** Full-time (45-55 hrs/week)

**Experience:** Bachelor's degree in Marketing or Advertising and at least 5 years of relevant experience in account management, client relations and leadership in an agency setting.

**Please Note:**

*This position requires around-the-clock flexibility. Sometimes, you'll be working (or need to be available) before or after hours, on weekends, holidays, etc. – and often on short notice. This includes responding to emails, texts and/or phone calls.*

*That's agency life, baby!*

### **The Brief**

Satori Marketing is on the lookout for an Account Director extraordinaire. We need someone who can maneuver effortlessly between our clients and the creative team, navigating the turbulent waters of deadlines and expectations like a true captain of collaboration.

In this role, you won't just be managing accounts. You'll be the commander of chaos, steering multiple projects through the storm, leading the Account Service team and working hand-in-hand with our CEO to ensure client success. The ideal candidate excels at managing details while maintaining an unwavering focus on strategy. You should be so in sync with our clients that you know their needs better than they do—and before they do. So much so that when push comes to shove, you have the confidence and insight to autonomously make the right decisions for their brand.

Let's be real—agency life can be a whirlwind. Deadlines (and budget, but mostly deadlines) drive everything we do. If you're the kind of person who thrives in a fast-paced environment, isn't scared off by the words, "It's due tomorrow" and is the epitome of grace under pressure, you might just be the perfect fit for us.

The Account Director will also be part of Satori's leadership team, helping to shape the agency's future and acting as a key player in our growing agency's success story. But even though you're the Account Service leader, you have to be willing to serve in the trenches with the rest of the team, doing whatever it takes to ensure our clients get what they need when they need it.

## **Meet Satori**

To most, Satori means sudden enlightenment (like, "Whoa...I just found my perfect job opportunity!") But to us, it's so much more. Satori is a noun. It's an adjective. Sometimes, it's even a verb ("Wow, we need to Satori the \_ out of this"). The Satori team moves as one unit – Account Service, Creative, Media, Public Relations, Strategy and Social Media – and we move swiftly. We're driven by culture, of the team and of the moment. We work hard and play hard. We walk, talk and think like humans, not like marketing robots or bigwig wannabes. We're real and authentic — sometimes to a fault (we might cuss a little, too). And we support our clients and each other like family. When it comes to people joining our team, we look for those who do the same.

## **Position Responsibilities:**

- Lead the Account Service team in managing multiple mid-to-large size projects from start to finish, including creating timelines, estimates and budgets, communicating with clients, and developing strategic plans.
- Effortlessly juggling a crazy number of balls in the air at one time, meeting every deadline and helping to ensure every project stays within budget.
- Understanding our projects and internal structure well enough to make accurate time estimates and how many hours each role will need to complete a task.
- Taking the initiative to own each and every project and task assigned to you and the account service team.
- Ensuring creative briefs and project briefs are developed quickly and completely so the creative team has all the information they need when the project kicks off.
- Developing close client relationships, learning and understanding their businesses and industries almost as well as they do.

- Ensuring all meeting agendas and notes are developed and delivered to the client within one day of client meetings.
- Identifying and supporting new business and growth opportunities for our clients and for Satori.
- Performing routine competitive analysis (that is, keeping tabs on the competition of our clients and Satori, and always staying one step ahead).
- Memorizing and understanding the Satori Core Values as a way of life.
- Performing other assorted duties, as assigned.

### **Position Must-Haves**

- Bachelor's degree in Marketing, Advertising or a related field.
- At least 5 years of experience in account management and client relations in an agency setting.
- Proven experience leading a team of account service professionals.
- Strong understanding of marketing principles, strategies and creative processes.
- Demonstrated ability to think strategically and creatively to solve client challenges.
- Demonstrated attention to detail and exceptional notetaking skills.
- Ensuring that all project deadlines (internal AND external) are met without fail, maintaining accountability for timely delivery on all projects.
- Proven track record of successful client retention and growth.
- Experience writing creative and/or project briefs.
- Demonstrated organization and discipline regarding time management.
- Experience managing project budgets, milestones and timelines.
- Experience leading internal and client presentations and meetings.
- Ability to illustrate results and go the extra mile for clients.
- Excellent proficiency in Microsoft Office and other applicable platforms.

- Ability to handle high-pressure situations, exhibiting organizational prowess and readiness to put in extra effort (and hours) when necessary to meet deadlines.
- A self-starter mentality, with a desire to work in a dynamic and fulfilling environment and ability to work autonomously.

### **Physical Requirements**

Work is performed in an office setting, but travel is a possibility. You may be subject to sitting, standing or walking for extended periods of time (especially if this helps the creative juices flow). You must be able to lift up to 50 lbs. (or be able to convince someone to do it for you).

**If this sounds like your kind of gig, email [HireMe@satori.agency](mailto:HireMe@satori.agency) with:**

- **Your résumé**
- **Answers to the following questions:**
  - In one sentence, describe how you **work best**.
  - Choose **one of Satori's core values** and tell us in 2-3 sentences what it means to you.
  - What are two things you do on the regular to be a **good human**?
  - What's your **creative superpower** and how will you use it to impact the work you do for our clients?
  - Tell us about a time in your account service career when you tackled a marketing emergency and **saved the day** for a client while **valiantly leading** your team. Please limit your answer to two paragraphs at most.