

Senior Account Manager

Location: Houston, TX (on-site)

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

Experience: Bachelor's degree and no less than 5 years of experience in a marketing/creative 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

At Satori, the account service team plays a pivotal role in bridging the gap between our clients and the creative team. We're seeking a **Senior Account Manager** to serve as our navigator of client relationships, steering the ship through stormy seas of deadlines and client expectations. If you're sharp as a whip with a keen eye for detail, this might just be the perfect role for you.

In this role, you'll maneuver the intricacies of multiple projects, recognizing that dropped balls are a luxury our clients cannot afford. The ideal candidate excels at managing project details while maintaining a strategic perspective on how each component contributes to the overall campaign. You should be the epitome of organizational prowess, living and breathing account service both on and off the clock. A passion for continual growth in your field, understanding of Satori, and dedication to our clients are prerequisites. You should be a continual student and quick learner who's willing and able to become the Account Director's go-to person. In short order, you'll be so in tune with the Account Director that you'll finish their sentences and anticipate their every move – as well as our clients' every need.

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:

- Assisting the Account Director 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.
- Developing close client relationships, learning and understanding their businesses and industries almost as well as they do.
- 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).
- Developing and distributing all meeting agendas at least one day prior to client meetings.
- Being the best notetaker in the room at every team and client meeting.

- ❑ Writing creative briefs and project briefs quickly and completely so the creative team has all the information they need when the project kicks off.
- ❑ 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, Communications or a related field.
- ❑ Proven experience (5+ years) in account service within a creative marketing agency.
- ❑ 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.
- ❑ Ability to simultaneously manage multiple priorities in a fast-paced environment, meeting tight deadlines.
- ❑ 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 manage stressful situations (hot, boiling and scorching deadlines), keep your cool and put in extra hours when needed.
- ❑ 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 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. Please limit your answer to two paragraphs at most.