

A. Position

Job Title	Account Coordinator
Supervisor	Director of Client Services
Status	full-time, indeterminate

B. Context statement

Aasman (AAS) is a full service brand communications agency providing integrated communications solutions of all kinds to our clients, from brand clarification to identity systems, media planning, developing and producing advertising campaigns, marketing and communication materials, display materials and web design and development.

Our in-house services encompass the full range of agency activities, including strategic planning, project management, media planning and placement, creative development, content generation, production, impact measurement and analysis. We work with freelance writers, photographers and other content providers on an as-needed basis. On larger projects, we partner with market research consultants and member agencies of our Trans-Canada Advertising Agency Network.

C. Job Summary

Reporting to the Director of Client Services, the Account Coordinator manages client projects with Account Managers in terms of service and product quality, budgets and relationships with clients in order to deliver on their needs and requirements, on time and on budget.

D. Main Duties

- Provides administrative assistance to account executives, and account managers on day-to-day client activities, including responding to client phone calls, emails, handling mail/packages, production and creative deadlines, media placements, etc., to ensure continued progress of client workflow in the absence of the assigned account executive.
- Stays aware of client activities to provide backup when account executives are unavailable.
- Gathers and assembles background information and analyses as needed by account manager in development of briefs, etc.
- Provides input in planning stages as requested by account executives. Assists in mailings, processing final copy, agendas, conference reports, proposals, correspondence and other materials related to account service (except billing, production quotes/purchase orders, media plans), and preparing the above for client presentations.
- Handles and maintains digital and hard copy files on all client activities, their competitors and their industries; maintains client correspondence file, approvals, copy, forms/documents, supplies for daily processing and tracking of account service work, etc.
- Maintains client reference notebooks and/or digital archives for all assigned accounts, detailing past work and work-in-progress, and all pertinent information needed for accurate proofreading and meeting of client standards.
- By account executive request, takes notes at meetings, prepares and distributes contact reports (call reports), etc.

- Makes sure all media and projects proceed according to plan and deadlines, drawing attention of account executives to potential problems before they occur.
- Reviews copy, artwork, agency and printers' proofs as requested; sees that all work completes the standard agency approval process before being reviewed by clients or turned over to suppliers.

E. Job Knowledge and Skills

1. Knowledge of communications methods and techniques including marketing, advertising and public relations

- Knowledge of project management process and practices
- Knowledge of general office practices and procedures
- Knowledge of, and ability to utilize, computer software applications such as Word and Excel
- Strong analytical skills

2. Management Skills

- Strong project management skills
- Well-developed mediation and problem-solving skills
- Time management and organizational skills

3. Interpersonal Skills

- Excellent interpersonal skills to develop and maintain client and co-worker relationships
- Well-developed oral and written communication skills
- Ability and desire to work as a member of a team
- Ability to maintain confidentiality
- Conflict resolution skills