



Senior Account Manager

\$75K to \$94K max salary

A senior account manager serves as the liaison between Exit10 and its clients and is responsible for all aspects of account service for the accounts assigned to them, including project planning; project management from inception to completion and billing; timely and effective coordination and communications with the agency creative and videography teams; timely and effective coordination and communications with agency strategic partners and vendors; and overall client satisfaction and account growth. Senior account managers are also responsible for managing account coordinators and supporting senior management with business development in the absence of a director of account service.

Senior account management requires maintaining a high level of awareness with client activities and providing detail-oriented program and project management and professional communication with key client contacts for the accounts to which they are assigned.

Responsibilities (including but are not limited to):

Client Communication and Project Management

- Report to and support the Director of Account Service or Creative Director, as applicable, while serving as the primary day-to-day contact for assigned client accounts.
- Develop and maintain a working understanding of each assigned client's industry, culture, products or services, and strategic communications plan.
- Prepare account service materials, including agendas, meeting reports, proposals, client communications, and related correspondence.
- Participate in client meetings and conference calls, documenting key discussions and follow-up items.

Production, Billing, and Administration

- Verify production specifications, coordinate vendor quotes, prepare client estimates, secure approvals, and support accurate, timely billing with agency finance.
- Process internal information requests and maintain project documentation in Teamwork, including archiving.

Internal Collaboration and Quality Control

- Support account service teammates and coordinate with creative, videography, finance, operations, and strategic partners to deliver effective solutions and maintain client satisfaction.
- Provide project briefs, timelines, deadlines, and updates to creative and videography teams through Teamwork, Trello, Slack, and other agency platforms.
- Proofread work and collaborate with the senior creative team and management to ensure agency work meets quality standards before client submission.

Client Growth and Leadership Support

- Manage client needs, ensure satisfaction, and identify opportunities to grow agency revenue, responsibilities, and value within the client relationship.
- Assist senior management with proposals, presentations, statements of work, and business development efforts as needed.
- In the absence of a Director of Account Service, manage and develop account coordinators, as applicable.



Requirements

- Bachelor's degree required.
- Five years of prior agency account management or project management experience.
- One year of prior employee or intern management experience.
- Excellent written, grammatical, oral communication, organizational, and prioritization skills, with the ability to manage multiple projects.
- Problem-solving mindset.
- Experience managing budgets, billing, timelines, pressure, and tight deadlines.
- Strong computer proficiency and software skills aligned with job responsibilities, including Microsoft Office and Google applications; willingness and ability to learn agency-specific applications and platforms.
- Strong work ethic and professional conduct while conducting agency business.

Career Path Next Level: Director of Account Service

Please send cover letter and resume to jobs@exit10.com deadline to apply is September 1, 2026