

ALDERMAN COMPANY

POSITION: ACCOUNT MANAGER

LOCATION:

High Point, NC

ABOUT THE POSITION:

Our client base is diverse ranging from entrepreneurial start-up firms to Fortune 500 companies. At Alderman, we design and build things: brands, images, studio sets, websites, customer experiences, strategies, displays, printed materials, media content, and graphics. We work closely with clients to take marketing projects from concept through design and production and on to final media with in-house resources that encompass every area of the marketing process.

Our studio is the largest in the US. There we design, construct, photograph, and video room scene sets that are used to present the décor, building, and furnishings products of our clients for use in their marketing efforts. You have probably seen our work in advertisements, videos, and other media used by our clients.

The Account Manager position that we are seeking to fill is very important in shepherding projects from beginning to end with close contact with the clients and with the Alderman staff. Account Managers work with clients to thoroughly understand their projects and objectives and to translate that information into actionable project support documents such as shot lists and schedules. From there, Account Managers guide projects answering questions and gathering information while helping to keep projects running smoothly and on time.

The position is multi-faceted requiring strong organizational, interpersonal, communication, and technology skills. Successful Account Managers organize and facilitate work while at the same time being willing to personally take on varied tasks to close gaps and make things happen. It is by definition a wide ranging project management and execution position with high interaction levels with clients and staff.

CORE DUTIES AND RESPONSIBILITIES

The ideal Account Manager would have a strong interest level and skills for organizing and managing projects while working closely with others to guide those projects:

- Understand our clients' businesses
 - Work with clients to understand their overall goals and their project objectives.
 - Attend client and project meetings at all levels maintaining current knowledge of initiatives that are planned and in process.
 - Accompany Account Directors on client visits as needed.
- Plan client projects focused on the goals for the project
 - Obtain and organize information from client including merchandise lists, project data, and brand support information.
 - Create shot lists, project schedules, and supporting documents.

- Import, enter, and/or format merchandise, shot, and project data into our project management systems.
 - Use internal project management software to assemble information for use by Alderman staff and, with some clients, use their project planning applications and websites.
 - Work with studio management to develop project schedules.
 - Work with warehouse personnel to organize and identify client merchandise (as clients have many merchandise items that they send to us for photography).
- Facilitate projects in the studio
 - Work closely with Alderman staff to provide them with the information that they need to execute projects.
 - Communicate with clients sharing the work completed at Alderman for client review and feedback. Gather that feedback and get it to the Alderman staff who need the information in order for projects to proceed.
 - Gather information that helps decisions to be made, projects to be planned, and timelines to be met.
- Facilitate projects in the post / digital process
 - Assist the digital team with file maintenance and organization as well as file naming conventions and file delivery.
 - Gather metadata needed for final files and ensure the digital team knows the desired formats for files.
- Learn about the clients and their projects as well as Alderman and its capabilities
 - Become a trusted resource for clients who are seeking to organize and execute their projects.
 - Be a trusted resource for Alderman staff who are developing and building the creative work products for clients.
 - Develop an understanding of how projects work and develop and what it takes to execute them so that client expectations can be properly set and so that strong planning and execution can occur internally.

EXPERIENCE AND QUALIFICATIONS

- Strong interpersonal and communication skills.
- Ability to organize efforts across varied business situations and projects.
- Technology skills for use with MS Office, but also the ability to quickly learn and use project management apps and sites.
- Bachelors degree required, related field of study.

CONTACT

Louise Saintsing
 Human Resources
 Alderman Company
 louise.saintsing@aldermancompany.com