



Position Description

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| Position Title: | Account Supervisor |
| Reports to: | VP, Global Client Engagement |
| Function: | Client Engagement |
| Location: | Chicago, IL |

Role Purpose

We are looking for a rock-star addition to our Client Engagement department. This is an amazing opportunity for someone who likes collaboration as well as autonomy. A roll-up-your-sleeves type, as we're small and each person wears a lot of hats. No room for hiding or egos. Positive attitude, optimistic at heart, casual, fun, can read a client or situation like a book and proactively bring solutions and opportunities.

Your role is to keep your clients (we call them partners) engaged with TimeZoneOne. We call them partners because we offer more than just account service, we offer them true business partnerships. It means contributing a mix of thinking that includes business/industry knowledge, thought leadership, client support, and project management.

You will provide strategic direction on digital, creative, strategy and content (seeking advice from our team experts), as well as day-to-day marketing support and advice as required. You will liaise with your partners on all projects, and ensure that their business goals are always top of mind when briefing and discussing these projects. Given our agency's expertise, it is important that you have previous experience managing digital projects – including website redesign, digital creative development, digital marketing, etc.

You're also a do-er, which means you will be managing the day-to-day work for your clients. You are responsible for keeping the TZO internal team engaged in delivering your clients' goals. This means ensuring that TZO project processes are followed, and that projects are delivered on time, to scope, and on budget.

This position reports to the VP Client Engagement. You will receive a mix of partners that cross industries/categories and require you to perform both leadership and support activity. This role is strategically designed to challenge you and inspire future career growth.

We are an equal opportunity employer. All applicants will be considered for employment without attention to race, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Key Outcomes

- Strengthen relationships with our clients by offering integrated business solutions and making personal connections through strong and effective communication.
- Grow TZO revenue organically by adding value to existing client partnerships. Lead and educate these partners, identify new project opportunities, and showcase all aspects of TZO expertise.
- Support new business development (where appropriate) to grow TZO revenue with new prospects.
- Grow TZO profitability by ensuring projects are delivered on time, to scope, and on budget.
- Ensure TZO financial success by invoicing projects on time, billing project disbursements, and reporting weekly on progress and key project budgets.
- Develop professional skills that advance your career, as well as make the agency team more successful at providing our partners with creative marketing solutions.
- Ensure a safe working environment by supporting company compliance with the Health & Safety in Employment Act, identify hazards, and ensure visitors are protected by safe systems.

Significant Working Relationships

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| TZO team members | Internal |
| Creative team, Studio Production Manager, Development team, Digital Strategists, Digital Marketing team, PR and Trade teams | Internal |
| Existing clients/partners and new prospects | External |
| External suppliers (e.g. printers, signwriting companies, 3 rd party digital vendors, etc) | External |
| Industry associations, corporate partners, agency partners, etc. | External |

About TimeZoneOne

VISION & VALUES

To deliver world-class strategic, creative and digital services that achieve results for our clients' brands in a unique, meaningful and inspiring way.

WHAT DRIVES US?

-
- > Resourceful
 - > Collaborate
 - > Challenge
 - > Innovate
 - > Celebrate

HOW WE DO IT?

-
- > Fun and energetic
 - > Exceed expectations
 - > Leader of best practice
 - > Unified voice
 - > Can-do attitude
 - > Trusted
 - > Remove frustrations
 - > Open communication

UNIQUE & DIVERSE

We continually work to improve and develop our ability to deliver results for our clients.

HOW DO WE CREATE REAL VALUE?

- > Integrated approach
- > Engaging multiple mindsets
- > Multi-talented team
- > Go further, work harder
- > Proven results
- > Focused
- > Clients' goals front-of-mind
- > Results over go

HOW WE DO IT?

- > Employ the best people
- > Exceed expectations
- > Pro-growth approach
- > Develop strategic partnerships
- > Be a meaningful community, environment and charitable partner
- > (re)invest
- > Communicate openly
- > Share ideas
- > Be the change

Key Result Areas

| Key Result | % | Key Outputs |
|---|-----|---|
| Communication & Nurturing Relationships | 30% | <ul style="list-style-type: none"> • Manage your clients with the aim of complete satisfaction. This will require frequent 1:1 discussions. • Communicate effectively and actively across timezones. Ensure that communication is two-way, positive and open. • Create regular client communications, that add value, provide thought leadership and showcase all aspects of TZO expertise. • Look for all opportunities to strengthen client relationships. • Implement, and manage three-key relationships for key clients, and encourage growth of those relationships. • Provide client feedback to team members. |
| Project Management | 20% | <ul style="list-style-type: none"> • Work to improve the efficiency and profitability of TZO. • Collaborate with the creative, digital, and business teams on creative ideation and campaign planning. • Ensure high value work (key creative and strategy) are presented to client in person, by the appropriate members of the TZO team. • Ensure that TZO project processes are followed, and assist with best practise development. • Ensure projects are delivered on time, to scope, and on budget. • Ensure work is proofed and QAd to meet TZO quality standards. |
| Business Development & Adding Value | 20% | <ul style="list-style-type: none"> • Ensure the wider TZO team are aware of your clients' challenges, opportunities and business goals. • Add value to client partnerships by leading and educating. • Extend the client relationship with new project opportunities. • Organise events and other initiatives, to add value, provide thought leadership, and ensure continuous client engagement. • Work with the business development team on new business presentations and proposals. • Manifest TZO Vision, Values and Guiding Principles in your relationships with our clients and your working day. |
| Administrative Support | 20% | <ul style="list-style-type: none"> • Invoice projects upon completion of project • Track project disbursements, process bills from suppliers, and ensure disbursements are on-billed. • Report monthly on actual and projected revenue • Report weekly on key project progress and budget. • Participate actively in Weekly WIPs and team meetings. • Communicate with suppliers and clients as required. • Use and maintain TZO equipment correctly. |
| Self-Development | 5% | <ul style="list-style-type: none"> • Set goals and an action plan with your manager to ensure your personal skills and competencies keep up-to-date with market and professional development. • Take opportunities to expand and develop your role. • Proactively share knowledge with your colleagues, to create a culture of learning and development. |
| Safe working environment | 5% | <ul style="list-style-type: none"> • Actively support Company Compliance with the Health & Safety in Employment Act ensuring that TZO is not exposed to unnecessary risk or costs associated with non-compliance. • Identify hazards, and ensure actions are taken to eliminate, isolate or minimise these by utilising operational safety procedures consistent |

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| | | <p>with the Health & Safety in Employment Act and ensure staff comply with safe operating practices</p> <ul style="list-style-type: none"> • Ensure visitors are protected by safe systems & ensure safety systems and procedures are adequate to cope with emergencies |
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Position Attributes

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| <p>Educational Qualifications</p> <p><u>Mandatory</u></p> <ul style="list-style-type: none"> • Four-year degree preferably in areas of marketing, communication, and/or management <p><u>Preferred</u></p> <ul style="list-style-type: none"> • Completed study in areas of marketing, communication, management |
| <p>Special Skills / Competencies / Previous Experience</p> <p><u>Mandatory</u></p> <p>Fudamentals</p> <ul style="list-style-type: none"> • US Citizen in good standing • 4+ years of relevant integrated marketing agency experience • Flexibility to think differently and work outside the usual “big agency” processes • On occasion, be able to travel and assist with special projects outside 9 am-6 pm business hours • Flexibility and organization to juggle workload across multiple time zones and work with remote teams <p>Experience</p> <ul style="list-style-type: none"> • Knowledge of the agency inner-workings, departments, project flow, and (sometimes tight) timelines • Strong creative brief writing and timeline development skills • Management across a range of projects - multiple clients/industries/agency partners • Execution across a variety of channels/programs with an emphasis on digital projects - web redesign, digital creative development, digital marketing, etc. • Vendor management – i.e. briefing suppliers, sourcing quotes and managing jobs and financials • History of delivering thought leadership initiatives to your previous clients <p>Critical Skills</p> <ul style="list-style-type: none"> • Capable of developing long-term, professional relationships with your clients • Flexible (can roll with it), creative thinker, resourceful, naturally curious, team oriented, good natured • Independent proactive problem solver that can drive projects from budget/brief through completion • Outstanding communication and writing skills with a commitment to quality and attention to detail • An awesome attitude, enjoy working in teams as well as independently to get it done • Have a genuine passion for working with people and enjoy finding creative solutions to complex problems. • Strives for professional growth that benefits you (personally) as well as your teams (agency & client) <p><u>Preferred</u></p> <ul style="list-style-type: none"> • Backround in managing projects across multiple timezones and teams |