

Client Services Account Executive – Marketing Operations Agency

We help marketers transform their organisation by using insight, technology and data to improve customer engagement and marketing performance. We are looking to recruit an ambitious Account Executive to join our Client Services team to help us manage and grow a set of exciting and rewarding B2B clients. We are passionate about helping our clients succeed in driving their revenue and business performance and you will play a key role in helping us achieve this.

You'll work closely with our account teams, Digital Marketing Specialists, Consultants and 3rd party suppliers to ensure the successful execution of campaigns and projects within budget and client expectations.

The ideal candidate would:

- Be able to manage and prioritise workloads and tasks whilst also adapting quickly and intelligently to changing demands
- Be a natural communicator and “people person”
- Have excellent time management and organisational skills
- Be a self-starter while being able to recognise the limitations of your expertise and seek the support of the team when appropriate
- Be a strong team player, with an enthusiastic/proactive/flexible approach to getting jobs done
- Have a keen attention to detail and be able to keep calm under pressure
- Be comfortable managing and working to budgets
- Be able to interpret client requirements and brief into a delivery team
- Be proficient in MS Office tools, particularly Word, Excel, Outlook
- Be Degree or CIM qualified, or able to persuade us you are of this calibre
- Project or account management experience would be desirable

Your responsibilities will include:

- Assisting Account Managers/Directors in the day to day management of clients and their projects, including regular update calls and meetings
- Phone and email support for clients
- Producing regular and ad-hoc client reports – status update and budget reconciliations
- Assisting in the setup, testing and execution of digital marketing campaigns
- Developing and maintaining effective working relationships with appropriate colleagues, clients and external suppliers
- Maintaining project management tool
- Providing updates to scheduling and resourcing team
- Support production of proposals and SoWs
- Supporting and contributing to Quarterly Business Reviews (QBRs)

Other skills/qualities which would be an advantage are:

- Experience of marketing automation platforms, e.g. Eloqua, Marketo, Pardot or similar
- Experience with Basecamp or other project management/collaboration tools

- Experience in a marketing or agency environment
- Knowledge of MS Access, Project, Visio, Powerpoint

Some of what we offer you in return:

- Competitive salary
- 25 days holiday
- Monthly team meetings with pizza!
- Travel and other discount schemes with Easit and an Employee Savings Portal
- Cycle to work scheme
- Lunch and learn sessions
- Training opportunities and certifications
- Childcare Vouchers Scheme
- Company sponsored contributory pension scheme
- Free tea, coffee, soft drinks and fruit
- Great location, free parking

If you are interested in this vacancy, please send your cv to hr@crmtechnologies.com. Please make it clear which vacancy you wish to apply for and let us know why you think you would be suitable.