



Account Manager

Dotted Line is a fast-growing Richmond-based creative marketing company with a roster of regional and national accounts. We are looking for a full-time Account Manager to support our rapid growth and build excellent client relationships.

This role will report directly to the Managing Director, Client Services and work directly with our partners on strategy development and execution, as well as ensuring the proper nurture and expansion of account relationships. We seek an individual with strong initiative who can be successful in a fast-paced environment to help lead and build the engagements we need to succeed.

Duties

- Coordinates and helps drive day-to-day operations of programs
- Manage the status and execution of multiple accounts by coordinating and communicating with team members consistently and clearly
- Take responsibility for ensuring the smooth delivery of projects to the client within current contract parameters
- Participate and on occasion, lead in the development of compelling and creative marketing plans, creative briefs and strategies for assigned clients
- Deliver account and project work on time, within scope and budget that meets the agency's standards for quality
- Maintain regular communication with clients, providing updates on work, collecting feedback, and assessing future client needs
- Actively anticipate client needs and risks and work to resolve issues quickly
- Maintain complete documentation of project progress, artifacts and final deliverables on the appropriate agency repository
- Escalate any issues or concerns that need the attention of the Managing Director, Client Services in a timely manner
- Assist in the harvesting of organic new business opportunities through consistency of delivery, commitment and earned client trust
- Lead small and medium-sized briefs

Desired Experience:

- Bachelor's degree or equivalent
- At least 3 years of previous experience in an agency role or marketing position
- Experience working at a creative agency is a plus but not required
- Experience managing campaigns that include multiple touch points is a plus
- Experience supporting a rapidly growing small business is also a plus
- Digital and social media marketing experience is preferred



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Key Skills and Competencies:

- Strong client relationship skills
- Excellent time management skills and ability to multi-task and prioritize work
- Proactive thinker with a self-starter mentality that strives for excellence
- Excellent presentation, verbal, and written communication skills
- Attention to detail and problem-solving skills
- A continual learner and active listener
- Ability to multi-task, organize, prioritize and work independently

Why Should You Apply?

- Chance to make a difference with a successful, fast-growing business
- The opportunity for career advancement in a professionally growth-oriented environment
- Competitive salary and profit share opportunities
- Strong benefits include paid time off, healthcare, and retirement

Interested?

Please send your resume and cover letter to Kay Larkin at kay@dottedline.agency and indicate which role you would like to be considered for in your application.