

**JOB POSTING
ACCOUNT DIRECTOR**

Posted: November 26, 2024

What You Need to Know

En Route is a passion-driven marketing agency servicing tourism, cultural and civic projects. We are looking for an experienced **ACCOUNT DIRECTOR** to successfully manage client relationships and lead the development and implementation of deliverables.

Please consider the following before applying to this position:

- *This is not an entry level position. Applicants should have at least five years of professional marketing agency experience managing accounts, and more experience is preferred.*
- *Applicants should have marketing experience and an understanding of paid media, public relations, social media, or digital marketing.*
- *This position will provide leadership and management, but will also work directly with clients to manage accounts and deliverables. En Route is a small agency and every position entails hands-on, client-facing responsibilities.*

En Route provides marketing, public relations, social media, content development, digital marketing, media buying, and project management services. We enjoy creativity and fun and welcome innovative thinkers. Check us out and learn more at www.enroutemarketing.com.

We work with some of the region's premier institutions and organizations, including the Philadelphia Soccer 2026, Chestnut Hill Business District, Historic Philadelphia Inc., Philadelphia Visitor Center Corporation, Philadelphia's Magic Gardens, Wilma Theater, The Philadelphia Orchestra, The Clay Studio, and William Way LGBT Community Center. Our tourism expertise serves destination marketing organizations, including Visit Philadelphia, Pennsylvania Tourism Office, and Visit Delco. We value the opportunity to tell important and impactful stories to regional and national audiences. We are looking for a dynamic personality who has a passion for marketing and customer service.

Reports to: CEO

Proposed Start Date: January/February 2025

Responsibilities

- Serve as the leader and point of contact for assigned clients, managing client relationships, project goals, timelines, budgets, and deliverables.
- Provide proactive and reactive communications and consultation to clients.
- Actively communicate with clients regularly and proactively address opportunities and challenges.
- Identify new business opportunities or account growth opportunities with active clients.
- Participate and lead client calls with team as well as independently and directly with client teams.
- Prepare agendas and materials for client meetings.

- Generate project and activity reports and presentations Support internal account teams to ensure understanding and expectations of client needs.
- Work with the Director of Strategy & Marketing and Director of Public Relations to manage account teams to meet desired deliverables, timelines, and budgets.
- Work as part of the En Route team to ensure success for all projects and clients.
- Represent the agency at various client and industry events.

Qualifications

- A minimum of five years of professional account management experience.
- Marketing agency experience is preferred.
- Passion for marketing and client relationship development.
- Employee management experience
- Working understanding of paid, earned, and social media.
- Friendly and outgoing personality, and ability to work with a variety of people
- Focus on customer service and satisfaction
- Excellent verbal and written communication skills
- Detail-oriented with superior organization skills
- Strong project management skills; ability to work on multiple projects seamlessly and efficiently
- Ability to work well under pressure, both autonomously and as part of a team
- Associate's or Bachelor's degree in marketing or communications fields a plus but not required if the candidate can fulfill the above qualifications

Diversity and inclusion are extremely important to the En Route team. Candidates of various backgrounds who can bring new experiences and perspectives are encouraged to apply.

En Route staff follow a hybrid work model split between work at En Route's office at 1315 Walnut Street, Philadelphia, and work from home. Employees are expected to work from the office at least three days each week and must be available for on-site client meetings.

Travel to client sites in the Greater Philadelphia region and regional events will be required. Candidates must have and maintain a valid driver's license but need not own or have access to a vehicle. En Route subscribes to a ridesharing company for regional transportation needs.

Standard work hours are 9 am to 5 pm, Monday through Friday. Work hours will vary at times based on client and agency events and activations, including some evenings and weekends.

Full-time employee benefits include medical and dental benefits, long-term disability insurance, 401k program, paid time off, and professional development opportunities.

**Please send a resume and salary requirements to workhere@enroutemarketing.com.
Please include "Account Director" in the subject line of the email**