

Opportunity: Account Supervisor

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Who we are

Rudd Resources LLC is a communications and public affairs firm that specializes in communications strategies and programs for philanthropies, nonprofit organizations and equity-engaged businesses. Our agency's work advances people, communities and ideas.

Title: Account Supervisor

Category: Client services

Seniority level: Director

Employment type: Full-time (173.3 hours per month)

Annual salary: Between \$62,000 and \$75,000 depending on experience

Benefits: Employer-supported medical & dental insurance; employer provided short- and long-term disability and AD&D insurance; remote work options; paid time off including 11 company holidays; and, an employer-supported retirement savings plan

Reporting and supervision: To agency leadership

Overview

The Account Supervisor (AS) provides strategic counsel, leadership and services across multiple accounts, at the direction of the President. This includes counsel to clients directly, and to other Rudd Resources team members (employee or other consultants). The AS provides leadership to ensure exceptional delivery of all services promised to clients as part of our contractual obligations, to maintain the clients' satisfaction on their projects, to earn clients' continued engagement with the agency and client stakeholders, and their positive referrals of the agency. The AS also is involved in the new-business acquisition process – from research and outreach, to proposal development and presentations. This person also will spend time working in Microsoft Office, and should be prepared to demonstrate knowledge of the Word, Excel and PowerPoint programs, in particular.

Requirements

- Oversee operational performance across 3+ accounts, ensuring quality work, deadline and budget adherence, project management and, as needed, administrative support
- Direct team members (account executives and coordinators), consultants and vendors; motivate, coach and provide feedback, hold them accountable, lead regular check-in meetings and conduct professional performance reviews
- Write and edit materials for agency clients, including articles and essays, social media content, and other forms of content
- Support the agency's relationships with and overall service to its clients
 - Schedule internal and external meetings with clients and/or consultants
 - Manage deliverables to scopes, identifying gaps in the team's service delivery as well as opportunities to better serve clients
 - Utilize Microsoft Office and other relevant software programs to execute and safeguard the creative products of the agency and its client
 - Contribute to the maintenance of client databases and project summaries
- Support new-business development through proposal development and pitches

- Support agency marketing (preparing case studies, writing blog content, preparing award submissions, and networking at and serving with industry activities, etc.)

Expectations

- Adhere to all organizational policies, workplace rules, customs, and courtesies to create and sustain a healthy work environment for everyone
- Maintain confidentiality with respect to clients' strategies, projects or products
- Consistently demonstrate self-motivation, ability to be self-directed and organizational skills
- Manage all tasks assigned with ethics and accuracy
- Consistently demonstrate excellent reading and writing skills
- Must be able to attend off-site meetings (must be able to travel across the Chicagoland area for meetings and events)
- Utilize project management tools (e.g., Basecamp) to track work, track productivity and meet deadlines
- Ensure good fiscal management of the agency's resources and budgets

Preferred candidates have:

- 8+ years of experience in public relations, project management and planning, communications, and/or administration and operations
- A history of managing teams, as well as client, customer and/or vendor relationships
- The patience to collaborate and the positive attitude that developing great work demands
- Desire to commit to the continuous learning and improvement of your leadership skills
- Desired traits: Strong listening, service leadership, problem-solving and forecasting skills; outstanding attention to detail; highly trustworthy
- Not required but a plus would be: the ability to be intuitive about others' perceptions or wants; bilingual (Spanish or Polish) reading or writing skills

Where to Apply

Submit your cover letter and resume (no longer than 3 pages, please) to HR@ruddresources.net