



JOB DESCRIPTION

ACCOUNT SUPERVISOR

THE AGENCY

The Mixx is an award-winning, certified-diverse, creative marketing and branding agency based in New York City. For 25 years we have helped companies exceed their goals by combining actionable strategy with thoughtful, hard-hitting creative. We are brave and bold, and not afraid to ask tough questions and take creative risks. We are the small agency that gets the big jobs, and we take brands where they must go if they want to succeed. Our clients include market leaders in luxury automotive, hospitality, consumer packaged goods, professional services, entertainment, tourism, alcohol and pharma.

Diversity is in our DNA, and we're proud to be an LGBTQIA+ and woman-owned business that is WBENC and NGLCC certified. The Mixx is a founding member of Titanium Worldwide, the world's first collective of certified-diverse marketing, media and communications agencies. In standing for true diversity and inclusion, we make a point to bring the mission of culture and diversity, equity and inclusion to all of our clients. To that end, The Mixx is an equal opportunity employer and we strongly encourage women, people of color, gender-nonconforming individuals, veterans and people with disabilities to apply.

JOB SUMMARY

The Account Supervisor is a proactive and effective partner for all internal and external clients. You understand what's possible, what's happening, and what matters to our clients and their business. You are accountable to build the foundation and to continuously cultivate great client relationships. As Account Supervisor, you are responsible for acquiring additional revenue streams from existing clientele, as well as bringing on new clients (with opportunities) who can benefit from the Mixx's services. You oversee acquired projects throughout the entire process. You ensure things happen on time and on budget, while maintaining a high level of customer satisfaction. This position requires a motivated, innovative, and detail-oriented individual... just like you!

RESPONSIBILITIES

- Building strong relationships with creative and strategy departments to ensure maximum productivity and efficiency
- Managing solid client relationships to ensure client satisfaction, retention, and expansion
- Assisting in identifying the client's business opportunities and requirements to help The Mixx develop impactful marketing programs that meet the client's business objectives
- Developing and managing estimates, schedules and trafficking processes with internal team and external clients
- Delivering projects that meet the client's needs while remaining on budget and on deadline
- Producing and trafficking projects, acting as liaison with the studio, vendors and clients
- Being the voice of the client in the room when they are not there
- Providing direction to PMs and other departments on job activities and studio needs
- Managing escalations with the team, involving the Managing Director, CFOO and CEO on issues requiring senior management involvement
- Creating reports on job profitability, including the management of expenses and timely billing
- Participating in and improve upon in-house brand promotions
- Recommending process improvements that you identify in your day-to-day role that enhance project delivery, client satisfaction and greater profitability, and then working to implement
- *Note:* We truly value work/life balance, and believe the best work comes from energized and refreshed minds. Yet occasional afterhours and weekend work may be required from time-to-time when client deadlines dictate.

SKILLS & QUALIFICATIONS

- Ability to build strong, productive relationships with clients and internal teams
- 5-7 years in an account management role at a marketing/advertising agency
- Excellent organizational and problem-solving abilities
- Proven ability to multitask and manage projects to successful completion
- Possess a thorough understanding of marketing, campaign programming, branding and design
- Excellent communication skills to compel, justify and sell your ideas in
- Ability to see the big picture, from strategy thru execution, and how that is communicated to the client and across the team
- Should be sales-focused – optimizing campaigns and managing relationships with key clients by upselling and making clients feel like they have a true partner
- Development and participation in pitches, including strategy development and presentations
- Management of pitch projects and resources

- You are proficient in MS Office/ G Suite programs (Word, Excel, Outlook and PowerPoint); Experience with Keynote and InDesign a plus
- You thrive in a fast paced, entrepreneurial spirited environment

WHAT'S IN IT FOR YOU

- Competitive salary, health benefits and other perks.
- Meaningful, mission-driven work. We are committed to challenging the status quo and creating marketing that is positive, inclusive and innovative. Our work makes a tangible difference, whether it's making a blue-chip brand more diverse or elevating marginalized voices in spaces they haven't historically been heard in.
- Be a part of a passionate, open-minded, empathetic team that does more than work together. Interested in hiking or pursuing fitness goals? We have groups set up for those activities and are always looking for more ways to meaningfully connect outside of the office.
- Be heard and help grow and shape our company. We are a small, flexible and collaborative team that values all voices in the room (or Zoom). Everyone has a say at The Mixx, regardless of their role or seniority.
- Be on the forefront of something new and innovative. We are a part of a collective of agencies that is redefining how our industry can function.

The Mixx is an Equal Opportunity Employer and does not discriminate on the basis of an individual's sex, age, race, color, creed, national origin, alienage, religion, marital status, pregnancy, sexual orientation or affectional preference, gender identity and expression, disability, genetic trait or predisposition, carrier status, citizenship, veteran or military status and other personal characteristics protected by law. All applications will receive consideration for employment without regard to legally protected characteristics. The Mixx will consider qualified applicants in a manner consistent with the requirements of applicable laws.