



SME ACCOUNT MANAGER

SYDNEY OR MELBOURNE

Working with an energetic and nimble team, the SME Account Manager will be responsible for delivering consistently excellent campaign results for The Urban List's Small Business clients. A confident communicator and motivational and collaborative team player with a passion for supporting the small business community, the successful candidate will have hands-on experience delivering branded content campaigns.

Reporting to the Account Director, the SME Account Manager will help cement The Urban List as a market leader in small business marketing solutions, delivering unparalleled campaign results, value creating client service, and productive long-term client relationships with a portfolio of Small Business clients.

KEY RESPONSIBILITIES

- Delivering consistently excellent account management results for a defined portfolio of Small Business clients.
- Develop long-term, trusted relationships with your portfolio of clients, consistently striving to identify and cultivate new business opportunities.
 - Collaborate with sales to achieve growth and retention targets
- Foster a positive and productive relationship with content marketers, graphic designers and external production partners, collaborating to ensure all campaigns for your clients meet their expectations and business goals.
- Ensure all campaigns for your client base are delivered effectively – on time, on budget, and meeting benchmarked expectations from brief through to launch.
 - Forecast and track key account metrics, providing clear reporting on progress to both internal and external stakeholders.



KEY REQUIREMENTS

- Min. 3 years in media account management, with proven success in delivering branded content campaigns.
- Demonstrated ability to communicate, present and influence credibly and effectively with your SME clients.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Experience in managing a team to deliver exceptional results – for the business and for the client.
 - Excellent listening, negotiation and presentation skills.
 - Excellent verbal and written communications skills.
 - BA degree or equivalent
- Passion for supporting small business and empathy for the challenges of the SME environment a plus!

REPORTS TO

Account Director

TERMS OF EMPLOYMENT

Full time position with a 6 month probation period

APPLICATION PROCESS

Please submit your cover letter and CV to Sophia McMeekin at smcmeekin@theurbanlist.com