

Foundation Management & Pro-Productions, Inc.
Job Description

Position Title: Account Manager

Reports to: Vice President

Date Written/Revised: December 1, 2017

Position Purpose:

The Account Manager maintains responsibility for cultivating and maintaining client relationships and ensuring every aspect of client event and campaigns are executed in accordance with company standards and client requirements.

Essential Functions:

The following list of essential job functions is not exhaustive and may be supplemented as necessary.

1. Work collaboratively with and be responsive and responsible to other team members to maintain a positive, professional, and productive work environment.
2. Cultivate and maintain positive and professional relationship with clients.
3. Work directly with clients to ensure that all logistics and operational aspects of events, campaigns, and strategies are communicated and fulfilled.
4. Manage and handle inquiries from initial contact through contracting and event execution.
5. Implement and handle day to day duties related to strategies for each client based on contractual obligations.
6. Work with event staff to coordinate and track development activities.
7. Work closely with the FMP Productions team to support cultivation and stewardship of high-priority prospects and donors in accordance with the company's mission and strategic plan.
8. Execute practices to maintain and accurate client list, updated account status reports, and comprehensively track and document all donor information and activities in CRM databases.
9. Cultivate and obtain new accounts and serve as primary account manager for selected donors while maintaining continual contact, meaningful communication, and taking advantage of engagement opportunities.
10. Review data and optimize performance regularly to ensure clients' goals are reached and communicate regularly with clients regarding benchmarks, campaign and donation progress, and goal progress.

11. Generate content for social media and public relations to maximize donor support.
12. Manage “virtual offices” for clients.
13. Prepare action plans and schedules to identify specific targets and to project the number of contacts to be made
14. Continuously and actively seek additional opportunities for event planning, foundation management, and/or marketing consultation.
15. Prepare presentations and proposals.
16. Manage accounts through quality checks and other follow up.
17. Prepare a variety of status reports, including activity, closings follow-up and adherence to goals.
18. Communicate new product and service opportunities, special developments, information, or feedback gathered through field activity to appropriate company staff and inside sales.
19. Participate in marketing events such as seminars, trade shows, and industry affiliations.
20. Perform other relevant duties as needed.

Required Specific Job Knowledge, Skills and Abilities:

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that s/he can perform essential functions of the job, with or without reasonable accommodation, using some combination of skills and abilities.

1. Strong communication and interpersonal skills with the proven ability to work effectively and collaboratively with all internal and external business partners including vendors, clients, and employees.
2. Strong organizational skills and the ability to prioritize and work on multiple projects for different clients and complete all tasks accurately and on time.
3. Ability to work efficiently and effectively as part of a collaborative team and as an individual contributor.
4. Proven business acumen and customer focus competencies in a fast-paced entrepreneurial environment.
5. High level of proficiency in technology related tools including but not limited to:
 - a. Microsoft Office (Outlook, Excel, PowerPoint, Word)
 - b. Social Media Platforms (Facebook, Twitter, Instagram, LinkedIn)
 - c. Other Technology (CRMs, Constant Contact, WordPress, Eventbrite, and Dropbox)

6. Ability to be flexible and patient with all clients and ensure all their needs/requests are met.
7. Ability to devise solutions quickly, always with the Company's best interest and reputation in mind.
8. Excellent professionalism, communication skills and appropriate grammar as related to utilizing communication tools including but not limited to business correspondence, email, and telephone calls.
9. Proven ability to maintain a positive, professional, and cheerful attitude while effectively dealing with internal and external customers/clients, some of whom will require high levels of patience, tact and diplomacy.
10. Ability to travel by automobile extensively and manage a flexible work schedule.
11. Ability to lift up to fifty pounds on a regular basis to set up and break down client events.
12. Ability to work outdoors for extended periods of time including in inclement weather.

Qualification Standards:

Education:

- Bachelor's degree.

Licenses / Certifications:

- Valid Driver's License and clean driving record.

Experience:

- Minimum of 2 years of professional non-profit service experience.