

Foundation Management & Pro-Productions, Inc.

JOB DESCRIPTION

Position Title: Account Manager

Reports to: Vice President

Date Written/Revised: January 29, 2025

Position Summary:

The Account Manager is responsible for cultivating and maintaining strong client relationships while ensuring the seamless execution of events and campaigns in alignment with company standards and client expectations.

Key Responsibilities:

Client & Account Management

- Serve as the primary point of contact for clients, ensuring clear communication and execution of all logistics, operations, and strategic initiatives.
- Build and maintain positive, professional client relationships.
- Manage inquiries from initial contact through contracting and event execution.
- Maintain accurate client records, track account status, and document donor and campaign activities in CRM databases.
- Identify opportunities for new business and serve as the primary account manager for assigned donors, ensuring ongoing engagement and meaningful communication.
- Manage client accounting including income and expense transactions and monthly reconciliation

Event & Campaign Execution

- Develop and implement strategic plans for client events and campaigns based on contractual obligations.
- Coordinate with event staff and internal teams to track and support development activities.
- Collaborate with the FMP Productions team to steward high-priority prospects and donors in alignment with the company's mission and strategic plan.
- Continuously assess and optimize event and campaign performance, providing regular progress updates to clients.

Marketing & Communications

- Generate content for social media and public relations to maximize donor support and event visibility.
- Manage “virtual offices” for clients, ensuring smooth operations and communications.
- Prepare presentations, proposals, and status reports, including activity updates and progress toward goals.
- Communicate client feedback and insights to internal teams to refine services and strategies.

Business Development & Industry Engagement

- Actively seek new business opportunities in event planning, foundation management, and marketing consultation.
- Participate in industry events such as seminars, trade shows, and professional affiliations.
- Develop action plans and schedules to identify specific targets and projected outreach numbers.
- Create and execute fundraising solicitation strategies for clients and FMP.

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Operational & Administrative Support

- Ensure quality control and follow-up processes for client accounts.
- Maintain professional and timely communication with clients, vendors, and team members.
- Perform additional duties as needed to support company operations.

Qualifications & Skills:

Required Skills & Abilities

- Strong communication and interpersonal skills with the ability to work effectively with clients, vendors, and internal teams.
- Exceptional organizational and multitasking abilities to manage multiple projects simultaneously.
- Ability to work both independently and collaboratively in a fast-paced environment.
- Strong business acumen and customer service focus.
- Proficiency in:
 - Microsoft Office (*Outlook, Excel, PowerPoint, Word*)
 - Social Media Platforms (*Facebook, Twitter, Instagram, LinkedIn, Tik Tok*)
 - CRM systems, Constant Contact, WordPress, Registration Systems, Dropbox
 - Graphic Design Platforms (*Canva, InDesign, Photoshop*)
 - Accounting Systems (*Quickbooks*)
- Ability to adapt to client needs with patience and professionalism.
- Strong problem-solving skills with a solutions-oriented approach.
- Excellent written and verbal communication skills, including professional email and business correspondence etiquette.
- Positive and professional attitude, even in high-pressure situations.

Additional Requirements

- Full-time, in-person position (5 days a week) at FMP Productions office in Woburn, MA
- This position requires additional evening or weekend hours depending on event schedule
- Ability to travel extensively by automobile and manage a flexible work schedule.
- Ability to lift up to 50 pounds regularly for event setup and breakdown.
- Ability to work outdoors for extended periods, including in inclement weather.

Education & Experience

- Education: Bachelor's degree required.
- Experience: Minimum of 2 years of experience in nonprofit management, event planning, or a related field.
- Licenses/Certifications: Valid driver's license with a clean driving record.

Benefits

- Competitive salary based on experience
- Health benefits, PTO, 401(k) and additional perks
- A collaborative, supportive work environment with growth opportunities

To inquire about this position, please contact:
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