

MISSION FOR CLIENT ACCOUNT MANAGER

June 2021

To develop fantastic client relationships and generate the best results for them and us, while upholding [39steps'](#) purpose to do good for our community while helping our clients look *great*.

Outcomes

1. **To deliver first-class client service with an NPS score of 9+**
 - o build rapport quickly and encourage trust in our whole team
 - o create and implement a rolling 90 day strategy around client service
 - o focus on delivering first-class client service
 - o onboard new clients seamlessly
 - o implement NPS to drive client satisfaction
 - o organise regular review meetings

2. **To cultivate great working relationships with clients and our team**
 - o work hard to build a close, trusted relationships with clients and team
 - o communicate client expectations clearly and share work back effectively and timely
 - o review and revise ideas with the creative team and the client until an outcome is achieved
 - o work with the wider team to proactively create new ideas for new projects
 - o look for and maximise opportunities within the existing account
 - o provide proactive and reactive support for clients around issues
 - o be the main point of contact for clients assigned to you

3. **Push the business forward**
 - o keep up-to-date with current and emerging trends in ours and our client's market
 - o contribute to evolving our working culture to continue to attract talent
 - o bring new ideas and thinking into client relationships and projects
 - o keep our HubSpot database up to date with client notes and new opportunities
 - o Build org charts of client teams to expand our reach within them
 - o report to the MD on the client and squad health



Why work at 39steps?

We're an [Edinburgh-based creative agency](#) on a mission: to help great businesses thrive, while doing good stuff in our community. Our values are to be **sparky**, **curious** and **engaging** in everything we do, and **responsible** and **clear** at all times.

Since 2003, we've completed tons of branding, web and campaign projects for lots of clients, from all over the UK. We continue to love great design and delivering ROI for our clients. We've won a Star Award for the Brand Development in the coveted 2020 Marketing Society awards and were shortlisted for the Chairman's Award the same year. Go, us!

Here's what gets us up in the morning:

**Our purpose is to make a positive impact
On ours, and our clients' bottom line
Through excellent work
Created by an engaged, talented and curious team,
In a sparky and friendly environment,
That enables us to help our community the best way we can.**

Align with this purpose? We'd love to hear from you. If not, then stop there. See ye later.

So, we're currently a team of 8 - mix of permanent and associates. Our main bread and butter is in marketing, branding, web and design. We get involved in content creation (video, copy, photography) too. 39steps is a HubSpot partner, so we're handling inbound marketing campaigns for several clients.

It's important to us to support causes that are close to each team member's heart. Why? Because ALL businesses have the capacity to do good while making a profit. As an example, 39steps is an avid supporter of locally-based Kids Love Clothes - a tiny, entirely volunteer-led charity that provides clothes to thousands of local kids in Edinburgh and the Lothians, every year.

Our people's mental and physical well-being is super important to us and we want everyone to have the flexibility to build a good life while being as productive as possible. Remote working is now the norm although we've a fantastic workshop space for clients and regular team collaborations. As restrictions lift, we'll all be meeting as a team at least once a month at our studio in Morningside, Edinburgh. Nothing beats a good old chinwag in person over a decent brew, eh?

We've daily check-ins to talk through what's happening, with everyone given a voice. Our approach is pragmatic and non-hierarchical - everyone's opinion is valuable.

Our client base is pretty varied, covering private and 3rd sectors including property, construction, funeral, utilities, consultancy, recruitment and tourism. Viewed often as our client's external marketing department, we get involved in all manner of projects, and get a real kick out of seeing a client's business flourish with our help.

Straightforward is what we like and one of the many reasons our clients like working with us. No marketing flim-flam here!



About you:

Our team is based across the central belt and it's important that meeting in our studio regularly (once a month+) isn't an issue for you. If you like the idea of making big impacts by collaborating in a small team, then these are the essentials for what we're looking for. You...

Attributes

- o positive, creative, confident, friendly and genuine
- o assertive and commercially savvy
- o LOVE people
- o ...and marketing + design
- o are conscientious and results driven
- o are always learning and happy to share
- o socially conscious, supportive and accountable

Skills and mindset

- o are a phone-first person
- o are a problem solver and self-starter
- o are an excellent communicator - both internally and externally
- o are detail-orientated and a stickler for excellent grammar
- o can manage a project when it's needed

Experience

- o have 3+ years experience, ideally in a creative agency (or similar)
- o have a proven track record in expanding client accounts

Nice-to-haves

- o are comfortable with HubSpot

You will have:

- o a full-time permanent position, flexi hours
- o primarily remote with the expectation of regular time in the studio as a team
- o salary £30 - £33k pa
- o 28 days holiday a year ...and your birthday off (happy birthday!)
- o access to the Cycle to Work and Childcare voucher schemes
- o Skillshare membership to support ongoing personal development

So, if you like the cut of our jib, then please email your CV and a note to say why you'd like to be considered to join Team39, to the gaffer, Julie Diver, on hello@39steps.co.uk by **Noon on Monday, 14 June 2021.**

You want to find a great job. We want to find great people. It's massively important to us, and that's why we've created a proven 7- step recruitment process. Great for you and for us!

This is Stage 1.

