

# Account Manager, &drop

## In Brief:

ADVOC8 is looking for an experienced Account Manager to support some of our existing client relationships and lead new client engagements, guiding a portfolio of ongoing work and organically growing the relationship for the future, with an emphasis on our enterprise-level brand merchandise clients. The Account Manager is a natural at building strong relationships and solving problems. They are the bridge between business development wins and operational success and can navigate any challenge with a cool head and coordinated response, with an eye on the big picture and a focus on the details.

## The Role:

A crucial part of the client engagement team at &drop, the Account Manager is responsible for overseeing a portfolio of work as the advocate (no pun intended) for the client – understanding their business objectives and ensuring that the creative and our process works for them. The Account Manager is the person that understands the client's industry, objectives and nuances, ensuring that team members are set up for success on every project. They have responsibility for growing client partnerships long-term and ensuring profitability and reputational success for ADVOC8 through exceptional service and a strategic, consultative approach that focuses on creating real value for clients. This role includes tactical expertise in how custom branded merchandise can be leveraged within experiential agency services, helping clients identify opportunities to level up an experience.

This role is a great fit for a relentless problem-solver who cultivates client loyalty and growth through an authentic approach that fosters positive outcomes for both the client and agency.

## Who We Are:

At ADVOC8, we create experiences that build trust, shift minds and win hearts. Our special sauce? Chemistry, collaboration and an endless supply of curiosity. We're a team of strategic thinkers, creative problem-solvers, thoughtful storytellers and logistical magicians expertly bringing ideas to life from strategy and creative through to production and execution. We work with brands, nonprofits and associations to create experiences that make an impact. And we do this all in a flexible 'work from anywhere' environment where we celebrate differences and encourage each of our 'advocates' to bring their unique perspectives to the table each and every day.

Our Brand Merchandise operation, &drop, specializes in out-of-the-box and unexpected moments. We design, produce, and fulfill unboxing experiences of branded merchandise and custom products that are big, bold, creative, and game-changing. Anybody can slap a logo on a t-shirt. We can make it an experience.

## Responsibilities:

- Support a portfolio of \$2-3MM+ annual revenue of growing client relationship(s), managing retention and growth throughout the year while guiding client strategy
- Own the quoting, ideation, guide implementation and oversee the day-to-day of major brand merchandise client accounts with regular, ongoing work.
- Provide thought leadership to the client and the production team as needed, supporting strategy and creativity as a subject matter expert and curious collaborator
- Serve as an internal expert on client industry, positioning, values, internal dynamics, and workflow
- Maintain a fluent understanding of the brand merchandise production and fulfillment processes to assist with client needs

- Oversee, and seldomly but if needed support, the production team with purchase orders and supplier communications
- Navigate important conversations between clients and internal teams to create alignment around expectations and needs
- Partner with project teams to ensure deliverables are successfully tailored to client objectives while staying on budget and on time
- Proactively identify issues before they occur and coordinate with internal teams to provide a seamless client experience
- Support other client engagement activity within &drop's portfolio as needed

This role is accountable for:

- Retention and growth of assigned client portfolio – goal is 20% growth on existing client business
- Client satisfaction and Net Promoter Score (NPS)
- Maintaining positive relationships with team members and clients
- Successful client outcomes that align with their broader business strategy of creating merchandise that is an experience.
- Cross functional collaboration amongst Agency client services, production, and creative teams.

#### **What you have:**

- 3–5+ years of experience with substantive experience in client services and branded merchandise or related industries
- Extensive experience in enterprise–level brand merchandise, marketing, and/or creative agency environment; experience with merchandise retail or e–commerce stores is a plus
- 2+ years of client–facing experience, working with teams and multiple stakeholders across multiple projects over months or years
- Track record of establishing strong relationships with corporate clients to achieve customer success
- Agile in multiple industry areas, with the ability to learn new organizational dynamics and/or achieve subject matter understanding quickly
- Able to work successfully in a team environment and also as an individual contributor
- Comfortable traveling 15% or more locally, nationally and internationally, as needed
- Aligned with ADVOC8's core values:
  - Better Together – Collaborative soul who's open to new ideas, sharing successes and being part of a team
  - Level Up – High standards, never settling for the status quo or what we did last time
  - Hustle Smarter – Entrepreneurial, roll–up–your–sleeves spirit, tempered by the courage to identify smarter ways of doing things
  - Celebrate Differences – Highly empathetic personality who values individual perspectives
  - Outcome Over Income – Extensive experience and demonstrated success in client relationship management
  - Protect the Respect – Navigates conflict with an emphasis on transparency and diplomacy
  - Engineer Exceptional Value – Inspired by outside–the–box thinking that yields outstanding ROI for our clients and projects
  - Embrace Change – Recognize situations that require flexibility and craft creative solutions on the fly

#### **BENEFITS**

- Collaborative and creative work environment
- Competitive base salary, with additional performance–based incentives

- Health Insurance: 100% coverage of base level medical insurance plus buy up options to meet you and your family's needs
- Health Insurance: Dental and vision insurance
- 401k, FSA, and stipend for mobile phone usage
- Professional development and training reimbursements
- Flexible work schedule
- Unlimited vacation and personal time
- Paid parental leave and Grandernity Leave
- Fully remote company

We have transitioned from a once Washington D.C.-based agency to being Washington, D.C.-born. This position is not location-based, though travel may occasionally be required for team offsites or gatherings. Candidates must be legally authorized to work in the U.S.; at this time, we are not able to provide sponsorship.

At ADVOC8, building an inclusive team that celebrates our differences is integral to our success. We strongly encourage people from underrepresented groups to apply even if you don't meet all qualifications.

ADVOC8 is an Equal Opportunity Employer, committed to achieving a diverse workforce, and prohibits discrimination and harassment: ADVOC8 is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at ADVOC8 are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion, age, national origin, ancestry, disability, neurodivergence, marital status, gender, sexual orientation, gender identity, gender expression, pregnancy, exercising the right to family care and medical leave, veteran status or any other status protected under federal, state or local law. ADVOC8 will not tolerate discrimination or harassment based on any of these characteristics.