

Account Manager

Puncture is an award-winning arts- and culture-driven creative studio based in Toronto. Our team specializes in multiple disciplines and has honed their craft working with leading brands, festivals, and organizations based both here in Toronto and around the world.

Reporting to the Project Director, the role is focused on the planning and scheduling of designers, tracking daily progress on projects, researching new and innovative technologies, ensuring all notes and revisions are recorded and distributed as well as interacting with and managing clients. Type of projects include branding and design (print and digital), video editing and production, and motion graphic design.

This individual is self-motivated, shows initiative and exudes calm in stressful situations. Organizational skills, client management skills and computer skills are all essential.

Principal Duties and Responsibilities

- Communicate regularly with clients ensuring their goals are being met and are happy with Puncture's services
- Anticipating and responding to client needs and acting as the daily point of contact for the client
- Prepare and manage project budget
- Prepare and and manage project timelines
- Prepare project briefs for designers
- Prepare and source vendors for any outside vendor needs
- Organize and prioritize project tasks
- Review and check (QA) all designed materials for specs, spelling, details, etc.
- Distribution of information internally for new projects as they come into the studio
- Ensure all tracking systems are kept updated daily with notes and critical information before departing for the day
- Communicate information quickly and succinctly to project leads
- Take detailed, comprehensive notes and maintain an accurate summary of client status

Experience and Skills Required

- 3-5 years agency experience in Account Management in a creative agency or design firm
- Detail oriented. Fast learner. Ability to think problems through and develop solutions
- Basic understanding of common file formats and resolutions
- Excellent organizational skills and ability to follow processes
- Displays the highest levels of integrity and commitment
- Enjoys being challenged with a solid ability to deliver to expectations
- Ability to multitask and work in a deadline-driven environment
- Strong interpersonal and communication skills
- Knowledge of Adobe CC an asset
- Willing to be flexible in hours and structure of work

Interested candidates can apply at contact@puncture.co.

Please use the subject line "Application for Account Manager".