

Piccolo Marketing is seeking a Digital Marketing Account Manager. In our 6th year, Piccolo is growing our client base and service offerings and needs a creative thinker, hard worker, and a people person with an eagerness to learn.

We're looking for someone who can really show off their skills and help our company grow in a way that fits our company culture. We help small businesses grow with expert, outsourced marketing strategy, content creation, and teaching products.

The purpose of this position is to develop and maintain mutually beneficial relationships, long-term, profitable relationships with our clients and staff. The Account Manager role is to oversee a portfolio of assigned clients, develop new business from existing clients with educated consultation and consistent follow-up, and verify that projects are implemented on deadline by working with our marketing team.

As an Account Manager, you will develop strong relationships with and report to clients, take an active role in marketing strategy for accounts, project manage marketing work with our team, and ensure we are meeting deadlines for deliverables. Account Managers also respond to client questions and identify new business opportunities among existing customers. In this role, you will liaise with cross-functional internal teams (including our Operations Management, Marketing Administrators and Specialists) to improve the entire customer experience. This position is a remote position and post COVID may require occasional travel for development conferences, presentation events, or meetings with clients or COIs.

This position is integral in maintaining Piccolo Marketing's high standards of client service, ROI, project completion, and, most importantly, positive company culture. Our company has a very high retention rate for the industry, and the Account Management role will lead the effort in maintaining and increasing that.

Think you might fit the bill? Check out the details below!

Are you....

- A kick-ass positive attitude and work ethic! We need team members that are self-managed, efficient, and challenge our systems to always be better.
- People skills. We spend time not only managing projects but teaching our clients. We need an Account Manager that can lead a team AND handle clients of all kinds with grace.
- A "thick skin" and the ability to roll with the flow We move fast and in many directions. While we have solid systems, open communication is always encouraged, and the daily routine will be direct, rapid, and ever-changing.

- An ability to take initiative and work independently. We assign tasks with deadlines and expect them to be completed on time. Don't care where or when you work, as long as the results are delivered by the deadline.
- Creative/"Outside the Box" Nature. We handle A LOT of things every day, quickly switching from one task to another. To do this, we have to be constantly improving our performance, not just in how we complete tasks, but in the processes we utilize. Got a new idea? Great! Let's make things better!

If you excel at digital marketing efforts/strategy and have exceptional communication skills, we'd like to meet you.

### **A Day in the Life:**

Piccolo is a remote company - we don't have an office so our team members need to excel at working independently in a home-based environment. We run everything through our web-based project management system, so you will work from an ever-evolving task list, communicating with team members and clients online, over the phone, and occasionally in face to face meetings. Full-time, salaried roles are expected to be available during standard working hours, with flexibility for sick and vacation time. Throughout the year, there may be up to 10% or less travel time including conferences, required meetings, or various local trips.

### **WHAT YOU WILL ENJOY**

- Base salary with unlimited commission potential. Compensation based on experience.
- Remote work environment, flexible schedule, paid time off, and major holidays.
- Competitive medical plans, vision, dental, HSA
- Simple IRA with company match

### **WHAT WE NEED YOU TO BRING**

- Professional image and entrepreneurial spirit.
- Positive attitude, high energy, and team-oriented.
- Ability to bring new ideas to the position.
- Minimum 1-year Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or relevant role)
- Computer, reliable internet access, phone, and reliable transportation
- Cognitive reasoning and decision making, basic math, advanced reading, and research skills
- Ability to consistently show up on time (or early) and be prepared to lead calls/meetings
- Proven ability to juggle multiple projects and work relationships at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation, and presentation abilities
- Strong verbal and written communication skills
- BA/BS degree in Marketing or Business preferred, but relative work experience considered

Recap:

Piccolo Marketing is a fast-growing company that prioritizes culture above all else. We are looking for the right personalities to fit our team which requires honest, fully open communication. One of our core company values is, "don't get offended, get better."

If you feel you are qualified and are willing to grow professionally and personally, we would love to chat with you!