

Director of Account Services

Company: eshots, Inc, The Leading Interactive Event Marketing Company, delivers event technologies for all phases of the event lifecycle—before, during, and after your event. The eshots Event Lifecycle Suite is an integrated, proprietary collection of products—used individually or in combination with one another— that allow you to Activate your event, Capture consumer data, and Measure event success. Our platform is used at a number of different events including Super Bowl, MLB, NASCAR, College Football, Auto Shows, Ride and Drives, and Concerts.

Job Location: Chicago, IL

Job Description: eshots, Inc. is experiencing rapid growth and seeking a talented Director of Account Services with an entrepreneurial flair. In this role you will be responsible for overall supervision of the account team, determining client priorities and oversight of revenue goals. Our client base includes both Fortune 500 accounts, as well as marketing and event agencies.

Our client-focused culture, creative solutions, flawless event execution and continued event success are the cornerstones to our consistent growth at eshots, Inc. As Director of Account Services, you will wear many hats, but will focus on driving client satisfaction, account planning, and overall department management. We are seeking an individual who has experienced much success in managing client relationships, leading high-margin projects, and the detailed coordination of the event production process, but is looking for a new challenge at a smaller, rapidly growing company where they can have a strong impact. You will be a key asset on our team and in taking eshots to the next level.

Job Responsibilities:

- Support initiatives and corporate strategy in your role as part of the management team. Provide weekly summary reports to management on time and as required.
- Communicate with supervisors in writing and verbally on a routine basis to ensure they understand appropriate level of progress, obstacles and workload in group at a managerial level. Establish regular communication protocol and utilize good judgment in managing and escalating issues that impact the company.
- Manage and motivate all Account Managers through effective annual and on-going coaching and goal setting. Manage appropriate on-boarding of new staff members. Document on a timely basis all reviews and staff members' personal development plans in conjunction with Human Resource policy.

- Effectively resolve disputes and issues (internal departments, clients, vendors) on a timely basis and to the mutual satisfaction of impacted parties.
- Plan and proactively manage individuals, the overall department, and the timely and adequate use of resources to increase efficiency, including but not limited to issues resolution, operations and event support, corporate meetings, research & development requests, and client proposal deadlines. Schedule staff for on-site client presentations and sales-related support.
- Conduct account team weekly meetings (or more frequent as desired) on project status and related activity that effectively engages multi-department staff members to enable strong communication and minimize foreseeable and preventable errors. Effectively summarize and report to supervisor progress and issues.
- Oversee all aspects of account management team's overall and individual annual revenue and related budget goals. Prepare and present progress at semi monthly Company meeting as well as incorporate quarterly revenue forecasting exercises.
- Effectively negotiate client priorities with Production and other departments to ensure sufficient planning and minimal unanticipated rush work.
- Ensure staff has effective overall client relationships and service that minimizes unnecessary costs, maintains maximum operating efficiency, realizes close attention to detail, and achieves ultimate client satisfaction.
- Work with sales leadership to assign opportunities to Account Managers based on individual account load.
- Review all client contracts and proposal pricings. Engage supervisors and external resources where appropriate.
- Work with accounting to ensure accurate billing and collection of sales.
- Manage Salesforce.com to enable accurate reporting of pipeline and related closed sales. Ensure the account management team timely enters information supporting operational and production related quantities.
- Work with R & D department to effectively co-lead customer support to high customer satisfaction and equitable distribution of work.
- Collaborate and/or lead cross functional departments which serve the interest of the account team or eshots as a whole. Identify and manage account management processes to ensure they are being used appropriately and adhere to eshots' internal best practices and processes. Assist with refining as needed.

Minimum Requirements:

- At least 10 years work experience
- 3-6 years of team management experience in client or account services
- Ability to wear multiple hats and prioritize competing responsibilities effectively
- Strong team ethics
- Entrepreneurial "can-do" attitude

- Data management, reporting, and analysis aptitude.
- Proficiency in standard software tools, including Word, Excel, PowerPoint, Salesforce and databases
- Bachelor's degree
- Willingness to travel up to 25%

Benefits:

- Salary plus bonus
- Health Insurance and 401K Benefits
- Casual work environment

For consideration, please submit resume and salary requirements to careers@eshots.com.

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Drug Free Workplace

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