

EVOLVE

Client Manager

Evolve exists as an independent OOH specialist agency with a highly experienced and knowledgeable team delivering results and award-winning work for our clients and agencies. We have chosen to come together to develop modern, world-class work in an environment that is ambitious, accountable, collaborative, and independent.

About the Role:

As Business Manager you will have direct management over the assistants, whilst reporting to the Account Director. You will be dealing with the day to day running of various accounts and clients, helping them with efficiencies whilst being accountable for their OOH campaigns.

Responsibilities:

- Understand the strategy and objectives of the core accounts, using your knowledge and experience to deliver and add value;
- Find, build and develop new OOH relationships with clients, agencies and suppliers; and monitor the ongoing activities related to them;
- Manage multiple plans in multiple markets concurrently;
- Communicate accurate planning information and campaign statuses to clients, clearly and promptly;
- Compile and maintain accurate budgets and forecasts for senior management;
- Serve as the lead point of contact for all client account management matters;
- Build and maintain strong, long-lasting client relationships and maintain position as trusted advisor;
- Negotiate contracts and close agreements to maximise profit;
- Resolve client and campaign issues quickly, as and when they arise;
- Identify accounts with shrinking revenue, and reach out to them to ensure they are retained;
- Help build, maintain and utilise planning tools; ensuring all data and information is up to date and that the wider team are equipped to assist;
- Coach and supervise assistants on their project work, continually evaluating individual performance;
- Develop a comprehensive training plan for the Business Executives and Assistants.

The Qualities you will bring:

- Extensive OOH planning experience and market knowledge, locally and globally;
- Exceptional commercial acumen;
- First class relationship management skills; with the ability to communicate across all levels, both internally and externally;
- Second language advantageous;
- Strong people management skills and the ability to maximise a team's potential through ongoing motivation, evaluation and development;

- Versatility to work and travel across multiple markets.