



## JOB DESCRIPTION

# Account Manager

**Job Title:** Account Manager (AM)

**Reports to:** Ruby Brick CEO

**Compensation:** \$45,000-\$50,000/year

**Hours:** Full-Time

**Start Date in this Role:** Spring 2025

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### **Job Purpose**

The AM is the primary point of contact for clients, building relationships and overseeing all the marketing and communications deliverables. The AM plays a key role in client experience, quality control, creative ideation, and project management. This role is extremely varied and most likely you will be involved in all aspects of client scopes.

The AM role leverages leadership, customer service, creativity, strategy, and sales to manage the client relationship and support content creation designed to move a client's unique goals forward. This role will collaborate on the communication strategy, oversee and contribute to the scope of work for a client, and work internally with content creators' support to execute the deliverables.

This role is a flexible, hybrid role in Atlanta (primarily remote). Monthly team meetings are in-person as are some client meetings and events. There is a possibility of rare travel outside Atlanta to meet with clients. As a "people first" organization, the role may require occasional flexibility on evenings and weekends. However, due to the nature of this position, this is not a primarily night and weekend role, and the AM needs to be able to work and take meetings during the day.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

#### **Client Relationship Management & Engagement**

- Build a positive, working relationship with approximately 4-7 clients, managing client expectations, scope of work, and content deliverables.



- Track and monitor the scope of work and deliverables in alignment with executed client contracts; proactively communicating with the client if any intended projects are outside of scope or will require additional team support.
- Prepare for and lead client meetings.
- Maintain a commitment to established timelines, deadlines, and rhythms co-created by the client and Ruby Brick.

### **Content Strategy, Creation, & Management**

- Collaborate to create an annual strategy based on client needs that helps frame Ruby Brick's work and establish regular reporting opportunities to highlight ongoing achievements and opportunities.
- Offer creative and strategic content ideas for each client based on best practices.
- Project manage deliverables, aligning the internal team on client deliverables to steer the execution of the client's scope of work, delegating content creation activities through Ruby Brick processes.
- Ability to draft basic content elements for clients including, but not limited to: blog posts, thought leadership pieces, social media content and videos, email content, website copy, etc.
- Serve as an editor and brand manager, reviewing and editing content before sharing with clients for their approval process.

### **Team Collaboration**

- Collaborate with the CEO to assess, vet, and pitch to potential new clients or upsell current clients.
- Leverage your expertise to collaborate with the team to ideate, develop, and promote new products and services
- Be an active participant in thought leadership, team meetings, and gatherings
- Lead with a people-first perspective; assume good intent, collaborate, be transparent and accountable

### **Successful team members in this role must meet the following:**

- You work passionately and are committed to high-quality deliverables.
- An ability to clarify project needs, make recommendations or decisions, and act as appropriate.
- A high level of integrity, resourcefulness, and good sense when it comes to decision-making and risk-taking.



- Exceptional oral and written communication skills (English, additional Spanish a plus) to work with clients, vendors, and cross-functional team members.
- Exceptional interpersonal skills to connect with clients and collaborate with the staff team.
- Ability to thrive in a nimble, fast-paced environment.
- Ability to work independently and communicate effectively with a team.
- Able to balance multiple priorities and streams of information, pivot from project to project with ease, and to change directions at a moment's notice.
- Project management skills with proven ability to see projects through in a timely, organized manner.
- High attention to detail and a firm commitment to deadlines.
- Willingness to jump in and learn new skills or experiment with new technologies.

### **EDUCATION AND EXPERIENCE**

- 4+ years of marketing, PR, and/or communications skills and experience
- Experience copywriting and/or planning and creating content
- Experience on a nonprofit team a plus
- Familiarity with development/fundraising a plus

### **SOFTWARE**

- Proficient in Google Workspace and Asana (project management)
- Proficient with Canva
- Familiar with ChatGPT
- Familiar with Website CMS (WordPress, FinalSite, Squarespace, etc) a plus

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### **Next Steps**

If you are interested in this position, please email [hello@rubybrick.com](mailto:hello@rubybrick.com) with the subject line "Account Manager." Please include your resume (or LinkedIn profile) and a brief summary of your experience and interest. We will follow up directly with you.

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Approved by: Sarah Quezada

Date Approved: 3/10/25