

JOB DESCRIPTION

ACCOUNT MANAGER – COMMUNICATIONS MANAGEMENT

LOCATION: ON-SITE INDIANAPOLIS | HYBRID SCHEDULE

Hirons is an advertising, public relations and digital agency delivering bold ideas. For more than 45 years, our research-based, results-driven approach has helped hundreds of clients reach their marketing and communications goals. As an employee-owned agency, we believe great work is built by people who are invested in each other's success and the success of our clients. We welcome your interest in joining our talented and dedicated team.

Account Manager Summary

Hirons is seeking a strategic and relationship-driven account manager to serve as the primary point of contact for assigned clients. The role is responsible for proactively assessing client needs, nurturing client relationships, articulating business insight, inquiring strategically, developing solutions, identifying growth opportunities, managing contracts, and demonstrating financial accountability. The ideal candidate is a trusted advisor who can lead integrated marketing and communications initiatives while delivering results that support client and agency goals.

Key Responsibilities

Client Relationship Management

- Possess a keen understanding of the client's business goals and objectives.
- Anticipate client needs.
- Manage all day-to-day client communications and approvals.
- Be responsive to questions and requests with strong solutions-oriented focus.
- Lead client meetings; manage agendas; present agency recommendations.

Strategic Planning and Counsel

- Develop insights, innovative recommendations, and communications plans.
- Demonstrate knowledge of a comprehensive marketing ecosystem.
- Write strategy briefs with full contextual rationale.

Project and Team Management

- Create collaborative relationships across all agency departments.
- Keep assigned projects on strategy and within budget.
- Attend weekly 1:1 status meetings with direct supervisor.
- Participate in internal and external professional development opportunities.
- Complete other projects/responsibilities as assigned.

Financial and Administrative Management

- Participate in monthly client budget tracking and monitor hours spent on projects.
- Maintain organized electronic files on the appropriate server, including conference reports, client contracts, client records, agreements, and all relevant client information.

Business Development and Growth

- Identify new opportunities for additional agency services with existing clients.

- Identify and assist in business development opportunities with potential new clients.

Qualifications

Required

- Bachelor's degree in marketing, communications, advertising, public relations, journalism or a related field.
- Minimum two years' agency experience in marketing, advertising, or communications.
- Superior verbal and written communication skills.
- Strong orientation toward client service and customer satisfaction.
- Strong organizational skills with the ability to handle multiple deadlines.
- Tested experience in developing strategic communications strategies and tactics.
- Firm grounding in critical thinking and resourceful problem solving.
- Proven ability with budgeting and financial management.
- Familiar with qualitative and quantitative research techniques.
- Motivated, organized and detail-oriented attitude.
- Ability to manage time effectively and adapt to shifting priorities.
- Ability to handle all work in a positive and courteous manner.
- Demonstrated professional maturity both in and out of the office.
- Excellent presentation skills.

Reporting Structure

The account manager reports to the senior account director.

Why You'll Love #TeamHirons

At Hirons, we're committed to creating an environment where employees can build meaningful careers and do exceptional work. As a 100% employee-owned agency, every team member has a stake in our collective success and the opportunity to share in the value we create together.

We offer a comprehensive benefits package designed to support your health, financial well-being, professional growth and work-life balance, along with several perks that are uniquely Hirons.

- **Health and Wellness**
 - Medical, dental, vision and prescription insurance with spouse and dependent coverage available
 - Employer-paid life insurance
 - Health savings accounts (HSA) and flexible spending accounts (FSA)
 - Wellness reimbursement program
- **Financial**
 - Competitive 401(k) match
 - Employee stock ownership plan (ESOP)
 - Financial planning and retirement savings support
- **Time Away and Flexibility**
 - Generous paid time off bank, including vacation, sick and personal time

- Floating holiday time
 - Paid parental leave
 - Hybrid work environment and flexible scheduling options
- Professional Development
 - Professional organization memberships
 - Continuing education and professional development support
 - Mentorship and leadership development opportunities
 - Ongoing training and skill-building resources
- Culture and Workplace Experience
 - 100% employee- and women-owned
 - Employee recognition, rewards and referral programs
 - Anniversary and retirement gifts and bonuses
 - Agency-supported charitable giving and volunteer opportunities
 - Agency swag and merchandise program
 - Frequent staff and department meals
 - Complimentary snacks, coffee and beverages
 - Beautiful, dog-friendly downtown Indianapolis office with free parking onsite
 - Rooftop deck with skyline views
 - Dedicated lactation and wellness room with private restroom access