

SENIOR ACCOUNT MANAGER

Spitfire Strategies is looking for an experienced and resourceful senior communications manager who understands the fast-paced client environment, who welcomes hands-on communications challenges, and who understands the integral role that digital strategy plays in achieving change.

The senior account manager plays a significant role on account teams, as the person either leads day-to-day efforts on smaller client projects or implements assigned pieces of larger accounts. Assigned tasks include, but may not be limited to, drafting high-quality client materials and presentations from the proposal phase through implementation, developing and implementing media outreach plans, crafting communication plans for clients and providing coaching support at Spitfire trainings.

This position provides an individual the space to grow into a more senior position at Spitfire while benefiting from ongoing oversight and development opportunities from current senior staff. A successful senior account manager will seek out opportunities for professional development and begin taking an active role in the new business process.

The senior account manager reports directly to a senior manager and will work closely with their project owners to ensure client needs are met. The senior account manager may also be asked to oversee junior staff and manage outside consultants on specific projects.

A successful senior account manager demonstrates proficiency in completing the following activities:

Internal Relationships

- Contribute solutions on challenging projects.
- Solicit feedback/provide regular updates to team lead for assigned projects.
- Identify new communications assets and demonstrate use to staff.
- Present client accounts at staff meetings.
- Tailor and lead digital training webinars for clients and other Spitfire staff.
- Mentor junior staff, including guidance around integrating digital strategy across projects.
- Conduct initial screenings of employee candidates.
- Contribute content to Spitfire intellectual property.
- Consistently meet project deadlines.
- Demonstrate ability to act on feedback provided by project manager.
- Invest non-billable time in the pursuit of professional development.

External Relationships

- Serve as account lead on smaller projects and a strong second on larger accounts.
- Demonstrate flexibility with clients and ability to manage expectations.
- Show good judgment and maturity with regard to client interactions.
- Provide strong strategic advice to clients through coaching, memos, sample collateral material, etc.
- Provide strategic counsel to clients regarding their digital strategy.



- Serve as a proficient training coach and co-lead trainings with senior colleagues.
- Utilize appropriate communication tactics to meet client's goal.
- Participate in business development/expansion through networking and other activities.

Communications and Process

- Demonstrate skills in all aspects of Spitfire's offerings including strategic communication, planning, message development, training, earned media strategies, digital strategies, campaign planning and branding.
- Draft proposals in collaboration with senior Spitfire staff.
- Create client materials such as messaging, fact sheets, web content, op-eds, etc. with minimal edits necessary.
- Draft major components of a strategic communications plan, including strategic digital tactics, with limited feedback necessary.
- Develop and implement high impact media outreach strategies that secure local and/or national media coverage.
- Develop engagement ladders to help clients move supports up the virtual ladder.
- Draft RFPs for website redesigns.
- Serve as an interim social media advisor for a client's media channels, either as short-term staffing for isolated projects or campaigns.
- Demonstrate outstanding copy editing and writing skills.
- Demonstrate ability to conduct research and provide strategic analysis for communications planning.

Financial and Administrative

- Manage project budgets and work plans, including projections
- Submit expense reimbursement forms as appropriate
- Submit vacation/leave requests as appropriate
- Submit accurate timesheets

As with all members of the Spitfire team, senior account managers are expected to follow the policies described in the Spitfire handbook, attend all internal meetings and conduct themselves in a professional manner at all times while working to instill a positive work environment at the firm.

Qualifications

Must have a bachelor's degree (degree requirements may be substituted for an equivalent combination of education, training and experience), including public relations, public affairs agency, Hill/Albany/City Hall, nonprofit communications or related experience. Must demonstrate superior client service skills as well as outstanding writing, editing and public speaking skills. A general knowledge of state and federal political processes is important.

Compensation

Senior account managers are full-time, exempt employees. The salary range for this position is \$65,000.00 to \$85,000.00 per year.



Spitfire's compensation package also includes 100% paid health and dental insurance for employees, generous paid time off, 14 – 15 paid holidays per year, a 401(k) plan, lunch twice per month, summer hours, and in-office perks like coffee, seltzer, fresh fruit, and snacks.

Location

This position is based out of Spitfire's Washington, DC or San Francisco office.

How to Apply

Please send the following three items to jobs@spitfirestrategies.com, noting the position title in the subject line:

1. Resume.
2. Cover letter. In your cover letter, please tell us about at least one time when you've sparked change.
3. A brief writing sample, digital strategy memo, campaign strategy, or other client-level deliverable (2 – 5 pages).

Prior to submitting your application, please review the salary range for this position in the Compensation section above.

No phone calls, please.

Equal Opportunity Employer

Spitfire Strategies is committed to having a workforce that reflects diversity at all levels within the organization. We recognize the importance of not viewing individuals based on a single identity and we thrive on being equitable in our recruitment process as well as in our efforts to be inclusive of all employees. We encourage all applicants regardless of gender, race, religion, age, sexual orientation, disability, and other social identities to apply.

Nothing in this job description or posting guarantees employment.

About Spitfire

As a woman-owned firm, Spitfire's values are rooted in one core principle: everyone belongs and has the power to spark change. Our work mirrors this. We're relentless in our pursuit of opportunities to represent the best interests of people and the planet—whether that takes us into communities, across the country, or around the world. Our team of professionals stands ready to bring – and tap into – diverse perspectives, experiences and expertise to tackle the most critical social and environmental issues of our time.