



TITLE: Account Manager

DEPARTMENT: Operations

JOB LOCATION: Hudson, NH

REPORTS TO: VP, Operations

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#### **POSITION OVERVIEW:**

The Account Manager is responsible for all day-to-day operations of assigned clients. Key responsibilities include ensuring all assigned trucks and personnel are on-time, on-site, and loaded with the proper equipment to meet client needs and ensure successful broadcasts in addition to preparing accurate and timely invoices for all assigned events. The Account Manager acts as a key liaison between internal departments (Engineering, Transportation, Logistics, Shop, Travel, Finance) and key clients (ESPN, FOX, YES Network, Madison Square Garden Network, NESN, MASN, SNY, and others) and supports shows ranging from small-scale regional to large-scale national events.

#### **5 KEY RESULTS THAT DEFINE SUCCESS IN THIS JOB:**

- Accurate Event Management
- Accurate & Timely Invoices
- Client Management
- Internal Communication Leader
- Project Management

#### **JOB RESPONSIBILITIES:**

##### *Day-to-Day Operations*

- Operate as the lead point of contact for any and all matters specific to client account management; build and maintain strong, long-lasting client relationships
- Serve as key liaison between all Game Creek personnel and assigned clients for all pre-show and post-show activity
- Proactive acquisition and handling of production paperwork; input show requirements for all assigned events into GCV scheduling program and manage accuracy of venue notes, change of venue names, venue/client contact information, and hotel information; manage credential requests in conjunction with Human Resources when applicable
- Communicate personnel requirements with crewing companies nationwide
- In conjunction with Operations Manager, update equipment templates as needed
- Communicate and work closely with venue personnel regarding mobile unit ETAs, credentials, and P&P times
- Partner with clients that book hotels directly for Engineers and Drivers to ensure that dates, times, and assigned personnel are correct; collaborate with road staff to minimize travel expenses when possible

- Ensure client equipment levels match GCV contract levels and alert clients of any additional charges that may be incurred for specific equipment use; directly communicate with Engineering to ensure correct equipment is on mobile unit prior to show; work with Logistics to solve outstanding equipment issues, such as truck shortages and/or replacements for damaged gear
- Work in partnership with Logistics and Engineering to gather information regarding damaged/missing equipment while in client's possession to ensure charges are appropriately reflected on invoices
- Serve as advocate for assigned clients and associated staff; proactively identify potential issues or challenges and escalate to management; offer solutions as appropriate
- Build and maintain productive working relationships with all internal and external parties; travel to remote locations 2-4 times per year and meet with Engineering Managers, Engineers, Drivers, and clients to strengthen relationships and obtain critical feedback in order to improve the overall service offering
- Other projects and duties as assigned

#### *Invoice Generation & Management*

- Partner with the Expense team to execute timely and accurate invoice processing across all assigned shows using a 5 day prior-to-event deadline for base quotes and a 1 day target deadline for finalized invoices
- Accurately assemble invoice template with base price, overtime rate, mileage, and additional equipment/staffing, if applicable at least one day before the show
- Following show completion, fill in additional equipment (added day of game), overtime, and missing & damaged equipment to base invoice
- Send completed base invoice to Expense team and share any relevant travel information he/she may need for final processing
- Review final client invoices for accuracy and submit for processing within 10 day timeframe

#### **JOB REQUIREMENTS:**

- Must possess ability and high initiative to deliver client-focused solutions based on client needs
- Must possess excellent analytical and organizational skills with strong attention to detail
- Ability to problem-solve in order to find viable and creative solutions to multi-faceted logistical challenges
- Excellent time management skills; must be able to effectively multi-task while being flexible to a constant state of flux
- Superior verbal and written communication skills; present information clearly, fairly, and effectively with all levels of the company in a timely manner
- Must possess strong customer service skills, including excellent phone and email etiquette and the ability to recognize when to use one form over another
- Interact with others in ways that enhance cooperation among team members; demonstrate ability to work effectively with diverse styles, skills, and abilities
- Highly motivated team player with a strong work ethic; demonstrate accountability in all aspects of the role
- Must be able to work well independently with minimal supervision
- Ability to handle confidential and proprietary information

#### **MINIMUM QUALIFICATIONS:**

- 2+ years of experience in a customer-focused, logistical, or planning-oriented role
- BA/BS degree preferred

- Must be a self-motivated and passionate team player with a responsive, positive, and client-centric attitude
- Ability to sort, check, count, and verify numbers; add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals
- Must be able to demonstrate high proficiency with computers, particularly Excel
- Ability to respond to client and internal requests during nights and weekends
- Must be able to travel to site locations 2-4 times per year
- COVID-19 vaccination unless reasonable accommodation is approved

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