

Job description: Account Manager, Hong Kong

About Living Group

Living specialises in integrated branding and communications. We help our clients in the financial, professional services, property and technology sectors enhance their corporate brands, communications and reputations.

We provide innovative and award-winning solutions through an open and honest culture, forging strong relationships with both our clients and our employees. As an expanding business with offices in London, Hong Kong and New York, we want people who are passionate about brand and communications and will contribute to the successful growth of our company going forward.

About the position of Account Manager

The role of Account Manager requires experience of managing a number of accounts within an integrated agency. As an exceptional team player you will have based your career on building and maintaining strong relationships with recognised clients, and will have the passion, enthusiasm and determination to take the team to the next level.

The position reports to:

- Managing Director / Account Director

Specific duties include:

- The day-to-day management of a group of Living's client accounts, ensuring our clients are receiving the highest individual attention and ensuring that we deliver, as a team, projects on time, on budget and on brief
- Overseeing the development of each account and increasing the volume of work when appropriate. Spotting and developing opportunities with our clients, turning projects into accounts
- Project management of each account: estimating, scheduling, budget management and invoicing
- Ensuring that each project is delivered profitably and so helping to grow and build our business
- Checking of Living's creative and production work, ensuring visuals and drafts are presented 'right first time'
- Briefing taking and writing, and once approved, briefing Living's teams
- Managing the production elements of large projects and campaigns, delivering a joined-up approach, and liaising with multiple teams and supplier
- The presentation of design work alongside the Creative Director or senior management team

Experience required:

- You will have a minimum of four years' relevant experience, with great communication and organisational skills, and be able to work accurately and efficiently under pressure.
- Fluency in both spoken and written English and Chinese

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Skills required:

- Have exceptional communication skills – both internally and client facing
- Have clear reporting skills and issue escalation
- Have the ability to work at high speed and intensity whilst maintaining attention to detail

Overall, the Account Manager is expected to:

- Have an excellent understanding of commercial processes, delivering profitable projects every time
- Have exceptional communication skills – both internally and client facing
- Have clear reporting skills and issue escalation
- Be articulate and a good listener
- Have the ability to work at high speed and intensity whilst maintaining attention to detail
- Be a strong team player, knowing when to seek advice or help from other team members
- Have a personal drive to deliver value to client and performance to the Group

Review periods:

- Performance appraisals conducted by Managing Director – twice a year