

CLIENT ACCOUNT EXECUTIVE JOB DESCRIPTION & PERSON SPECIFICATION

NAME:

DEPARTMENT OR TEAM: Sales and Channel Incentives

REPORTS TO: Client Account Manager or Client Success Lead

Objectives of Role:

Working within the Sales and Channel Incentives Team, this role is responsible for:

- Supporting the delivery of client programmes and projects to a high standard.
- Providing administrative support for client and team projects.
- Acting as the primary contact for all programme participant queries and is responsible for maintaining associated query logs.
- Contributing to the generation of ideas and solutions that will enhance client programmes and/or create internal efficiencies with day-to-day programme management.

Responsibilities:

To include, but not be limited to, the following:

- To play a key support role in the delivery of client projects, including client liaison, contact with internal resource departments and external suppliers.
- Manage programme inboxes within the agreed programme Service Level Agreements.
- To be the day-to-day participant contact for all participant queries either via phone or email and ensure associated logs and reporting is accurate.
- To support and to deliver communication plans either by developing the plan, copy writing the communications, proof reading, editing and sending the communication via the email reaction system and SMS text.
- Responsible for the management of website content for the programme through a content management system.
- Responsible for maintenance of the database(s) – updating participant records including adding and removing participants, supporting with programme/promotion configuration and keeping all data up to date.
- Overall responsibility for the management of programme data from client liaison to determining the format and frequency of data, including the receipt, formatting, importing and checking of the data into the programme system.
- Assisting with the creation of the design briefs and briefing the internal creative department where appropriate.
- Creating the technical project brief for small projects, briefing the technical department and carrying out User Acceptance Testing once development is completed with the support of the CAM/CSL.
- To contribute to the management of financial aspects of client projects, including using the financial system working with commercial accountants to set up jobs, raising programme specific invoice templates within agreed timescales, maintaining budgets, costs and time, and raising purchase orders where applicable.

- To manage the administration and smooth running of client programmes, including generation of reports, management of client and participant communication including contact reports, status reports and ensuring all electronic files are kept up-to-date.
- To contribute towards a team GP target by ensuring timesheets and budgets are up to date and all work is quoted and approved by the client before commencement of any work.
- Setting up of campaigns and promotions, updating promotions and setting up of reports.
- Assisting with workload within other teams if there is capacity. Working across specialist departments in the delivery of client projects.
- Follow CX3 working instructions and operating processes and undertake CX3 audits for client development programmes where applicable.

This job description should be regarded as providing guidelines within which an individual works. Other duties within the skills and capabilities of an individual may be assigned from time to time.

Person Specification:

The experience, skills, and personal attributes required of the job holder include, but are not limited to:

- Experience in an agency environment or client-side experience in similar role.
- Significant task management experience, including responsibility for meeting deadlines, reporting on progress, administrative support.
- Some exposure to any or all of BI's services, either client or agency-side (performance improvement, marketing communications, PR, event management).
- Competent with administrative tasks.
- Experience in working in a fast-moving environment.
- Experience of working with Microsoft Office applications (Word, Excel, PowerPoint)
- Excellent interpersonal skills, able to build positive relationships at all levels and with all types of people.
- Good communication skills – verbal and written – with clarity of expression.
- Experience in working with technology and systems i.e. websites.
- Commercial outlook.
- Passion for quality.
- Excellent time management and task management skills.
- Experience of working with data
- Demonstrates BI WORLDWIDE's Values

The relative importance of these requirements will vary, particularly in relation to the client, account, programme, or event to which the job holder is assigned.

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