



Job Description: Account Assistant

Company Overview

At our client, you are surrounded by more than 220 employees throughout Canada and the U.S. who share a passion for not only growing their client's business but also for pushing boundaries. They don't accept the status quo; instead they seek to challenge the norm, create opportunity and ultimately surpass the competition. Our client is a hotbed of local media expertise combined with extensive investment and analytics acumen that is designed to create innovative media programs that drive increased profits for their clients. They have been a major player in the print space handling newspaper and circular planning and buying for top retail, direct response and B2B clients for over 30 years. They also leverage that deep local market knowledge and customized granular local planning approach to create innovative programs across other media channels. With expert teams in 4 locations: Minneapolis, Chicago, Toronto and Montreal, no one in the local media space has their committed depth of talent, far-reaching connections, or proven track record. By joining one of the premier media companies in the industry, you'll be part of a team that is passionate, engaged, forward-thinking and seizing opportunities daily.

Position Overview:

The Account Assistant contributes to the growth and profitability of the team by providing operational support for client requests and internal projects and works toward cultivating a team environment by embracing the company's core values. The Account Assistant has sole responsibility for the entry and management of all information housed in the agencies' proprietary order management system as it pertains to their team's clients, including the responsibility of ensuring flawless execution of all print and digital media schedules and requests. The Account Assistant must communicate internally and externally in a professional manner and help the Account Manager and Account Executive troubleshoot client issues to resolution.

Primary Responsibilities:

- Accurately input and maintain media scheduling data in the agencies' system and act as the systems expert for the team
- Work with other departments to troubleshoot issues while building and maintaining media schedules as well as communicating tactical information to other departments (cancellations, schedule details, special requests, billing questions, etc.)
- Communicate tactical information directly to clients (various reports, approvals, etc.)
- Assist in execution of all client projects as needed
- Identify ways to increase system and process efficiencies
- Lead and manage select projects as determined by team

Qualifications:

- 0-2 years industry related experience
- Bachelor's degree in marketing, advertising or related field
- Strong computer skills
- Strong communication skills (internal/external)
- Effective organizational and analytical skills (attention to detail and deadlines)
- Proficient at multi-tasking
- Thrives in a team environment
- Confident, independent, self-motivated and success driven
- Proficient in Excel, Outlook, Word, and PowerPoint.
- Drive to improve internal processes and systems; operationally minded
- Solutions oriented; desire and passion for solving problems / issues
- Detail oriented