



The Account Manager at Resolute is responsible for seeing client projects through from start to finish. This position will serve as the liaison between clients and internal teams to ensure the timely and successful delivery of projects.

You will be responsible for the following areas:

Client Service

- Responsible for keeping client projects on task and ensuring all deadlines are met
- Responsible for ensuring that client projects stay in scope and match the overall strategic direction
- Ensure internal team members know project deadlines, scope, and strategy
- Assist with media relations events for clients, including organizing interviews, pitching stories, and facilitating media communications on behalf of clients
- Collaborate with account leads, creative team, and outside contractors to ensure projects are running smoothly and meeting deadlines
- Maintain proactive and open communication with clients to ensure deliverables and expectations are met
- Monitor project completion and provide suggestions for improvement
- Collaborate with leadership team members ensure overall strategic alignment on projects and scope
- Prepare account service-related documents such as agendas, meeting reports, and proposals
- Analyze and review monthly and quarterly client reports
- Mentor and coach other team members on technical competencies
- Schedule and lead client meetings, as required
- Participate in brainstorming sessions with account and creative teams
- Lead weekly traffic meetings with Accounts team

Other areas

- Additional responsibilities as assigned

You have the following experience (at a minimum):

- Bachelor's in Business, Marketing, Communication, PR, or related field
- 2-4 years of experience in the PR industry, preferably in a small agency setting
- Experience with project management software

You have the following attributes and interpersonal skills:

- Able to be resourceful and develop creative solutions to problems that may arise
- Excellent written and verbal communication skills
- Strong attention to detail
- Able to prioritize multiple projects and deadlines
- Able to identify and break down more complex problems and provide creative solutions

- Strong analytical and problem-solving abilities
- Comfortable working in a fast-paced environment
- Able to work independently and collaboratively
- Strong organizational and multitasking skills
- Able to maintain a high degree of confidentiality internally and externally
- Additional skills requested - Spanish language

You have the following technical skills:

- Proficient with Microsoft Office products
- Full understanding of all social media platforms and best practices
- Understanding of marketing elements and market research methods

Schedule & work location:

- Tulsa, OK
- Monday - Friday

Resolute Perks:

- We offer competitive salary and benefit opportunities
- Hybrid work model
- Retirement plan with generous employer contributions
- Health, Dental, and Vision insurance
- 11 Paid holidays
- Unlimited PTO

About Resolute

Resolute is a full-service agency creating bold and purposeful public relations and marketing strategies. We are an established firm with a portfolio of diverse clients, ranging from small businesses to international brands and local causes. At Resolute, you have the opportunity to bring your unique voice and perspective to the table. We also believe team collaboration creates the best results for our clients. We want to push the boundaries, while being intentional and professional.

We love what we do, and we have fun doing it!

Work Environment

Resolute is a fast-paced environment that requires employees to be self-motivated, driven by deadlines and eager to ask questions. We have a lot to teach, but we need someone who is ready to learn. Resolute is all about teamwork. We work hard to support each other, encourage growth and cultivate trust so we can give our very best to our clients. Resolute's clients are diverse. You have to be a quick thinker and ready to switch from topics as diverse as education to technology to retail. It comes with time, but if you're willing to put in the effort, you will soon be bringing new ideas to the table!

JOB TITLE: Account Manager

REPORTS TO: Vice President, Client Services

Direct Reports: N/A

STATUS: Full-time

JOB CLASS: Exempt