



The Account Manager at Resolute serves as the primary contact for managing client accounts, fostering strong relationships and overseeing day-to-day project management while guiding junior team members to ensure strategic, timely, and high-quality delivery of services.

As an Account Manager, your responsibilities will include:

- Lead client relations and project management on several key client accounts, including understanding their goals across public relations, community relations, media, digital and social disciplines
- Maintain proactive and open communication with clients to ensure deliverables and expectations are met
- Oversee development and execution of client campaigns and strategies to help deliver effective, on-brand public relations and marketing initiatives
- Ensuring all client projects are on strategy, in scope and budget
- Manage internal creative and production team members, ensuring knowledge and accountability of deadlines and deliverables
- Proactively developing media relations strategies including pitching timely earned, influencer, and social opportunities tied to cultural trends
- Collaborating with client and internal team to create impactful content ideas and campaigns
- Leading client-facing strategy and project management meetings
- Leading all client communications, including presentations, approvals or reporting meetings
- Strengthening relationships with clients
- 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
- Lead weekly traffic meetings with Accounts team

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
- Strong analytical and problem-solving abilities
- Comfortable working in a fast-paced environment

- Able to work both independently and collaboratively
- Strong organizational and multitasking skills
- Able to maintain a high degree of confidentiality internally and externally
- Effective client and team communication
- A true team player, supportive of collective goals
- A proactive mindset; anticipating problems and solutions, a go-getter attitude
- Strong sense of responsibility, taking ownership of your role and responsibilities

You have the following experience (at a minimum):

- Bachelor's in Business, Marketing, Communication, PR, or related field
- 4-6 years of experience in the PR industry or similar client relations position, preferably in a small agency setting
- Experience with project management software

You have the following technical skills:

- Proficient with Microsoft Office products
- Previous experience with project management and internal software tools

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

Salary Range:

- \$55,000-\$65,000

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 manufacturing 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: Associate Account Executive, Account Coordinator

STATUS: Full-time

JOB CLASS: Exempt

Interested? We're excited to hear from you!

Send resume to jeanne@resolutepr.com.