



SISTER MERCI

## **Role Summary**

**Director of Client Service / Account Director**  
(Maternity Leave Contract)

### **Key Responsibilities:**

As a leader at Sister Merci, responsibilities include maintaining a position of subject matter expertise and collaborating with Founding Partners to uphold the daily functioning and future prosperity of the business. Responsible for ensuring the quality of client relationships for Sister Merci Inc and the smooth execution of campaigns – from briefing creative, to managing budgets to project management.

### **Required Qualifications:**

- Bachelor's degree or College diploma in business management
- Minimum of 6-8 years' experience in client service
- Experience working within a creative agency environment is considered an asset

### **Knowledge, Skills & Attributes:**

- A good relationship builder with strong collaborative skills
- Ability to work in a fast-paced environment on multiple projects under tight deadlines
- Excellent time-management, organizational, and management skills
- Superior leadership skills

### **Job Duties:**

- Serve as a client contact for Sister Merci clients as directed by the MD or CEO, providing counsel, liaison to the agency writ large and consistently ensuring the satisfaction of clients
- In-line with project critical paths, coordinate and participate in strategy sessions and brainstorming, collaborate directly with the CSO and CD/ACD to develop fully integrated campaign plans for Sister Merci clients
- As directed, oversee team members' performance, ensuring quality work is done, efficient processes are in place, and client requests are handled in a timely fashion
- Communicates strategic thought leadership throughout project deliverables
- Budget planning, forecasting and client financial management
- Timesheet/hours planning, forecasting and management
- Manage pipelines, invoices and purchase orders directly with Sister Merci Finance team
- Work cross-functionally with the marketing, creative, strategy and digital departments to ensure all communication for full-service clients are streamlined and succinct
- Help manage, mentor and grow a team
- Assist with new business development and organic client growth
- Attract new business opportunities and grow existing client portfolio