

Looking for an Account Supervisor!

A LITTLE ABOUT TAILFIN

We get brands unstuck by uncovering new insights, mapping new paths to success, and creating the stories that turn customers into advocates. Brands like:

- Start-ups in need of a brand ID and fuel to grow
- Challenger brands looking to gain ground on a category leader
- Established brands looking to change course or re-energize their message
- Expansive brands looking for agility and efficiency

The principles that guide us along the way are Do Great Work, Be Good People, and Stay Curious! We strive to become indispensable partners to brands we love and respect.

ABOUT THIS ROLE

Perfect for brand and agency leaders who want the freedom to make a *real* difference in the work, the people, and the business. Account Supervisors at Tailfin are the face of the agency for clients, and the quarterback of our projects. They create relationships, define scope, and solve problems. They are experts at understanding the individual steps that all add up to the big goal we are trying to achieve!

DESIRED ATTITUDE, SKILLS & INTANGIBLES

We're always looking for like-minded team members who exemplify the core values that we hold sacred:

We care

- It's hard to out-care us. We care about each other, about our clients' business, and about the world around us.
- We care about relationships, communicating early, often and with clarity.
- We work hard, go the extra mile and deliver beyond the ask.

We dare

- We lead with passion, energy and optimism.
- We challenge what's expected and push to find new ways to solve problems.
- We help our clients embrace discomfort, leading them to change that's worth it.

We follow through

- We do what we say we're going to do.
- We're thoughtful and intentional about our work and we own our choices.
- We stay engaged and responsive, making sure our execution always exceeds expectations.

We partner up

- We believe in forging true partnerships—with clients, vendors, and with each other. The work always benefits.
- We deepen connections by being supportive, empathic, respectful, and genuine.
- We take time to celebrate each other and our clients, our wins and efforts, always remembering to have some fun along the way.

We never stop moving

- We promote persistent curiosity and cultivate a growth mindset.
- We question, learn, iterate, and improve in every phase of our process.
- We are always looking for new ways to be more efficient, more effective and more memorable with the things we make.

JOB FUNCTIONS & REQUIREMENTS

- Plays an essential client leadership role, building and maintaining strong relationships that lead to successful projects and happy clients that keep coming back.
 - Ensures client financial and relationship health including goal setting, scope of work development, and management (i.e. navigating scope changes, setting the project up for success with clear, honest communication)
- Possesses a high level of comfort working cross-functionally to create and implement outstanding marketing strategies for clients
 - Fosters strong relationships within the agency
 - Communicates with big-picture confidence while managing details that make or break a project
 - Translates client direction into inspiring and actionable briefs
 - Can maintain strategic alignment, righting the ship when things get off course
 - Understands the workflow planning process including resource management, timeline development, and project planning
 - Easily works on multiple, simultaneous assignments in fast-paced environment

HYBRID OFFICE

We believe there are real benefits that come both with in-person collaboration and head-down-focused remote work. At Tailfin, we come into the office 3 days a week.