

Job Profile

Role Title: Account Manager

Reports To: TBC

Type: Full-time

Location: Ballito Head Office | Johannesburg Work from Home | Hybrid

Cost: Market related based on Experience

Purpose of the Role

To direct and optimise Jawbone's most valued client relationships, driving business growth through exceptional service delivery. Manage multiple ongoing client projects to exceed expectations and foster long-term success. Lead by example, living the core values of Jawbone in every client interaction and internal collaboration.

Qualifications & Experience

- A Bachelor's degree in **Marketing, Communications, Business Management or a related field** is required.
 - Minimum **5–7 years** of account management experience within an agency environment (experiential, activations, brand marketing, or integrated communications preferred).
 - Proven track record of managing complex, multi-channel projects for large clients with measurable success.
 - Demonstrated ability to grow client accounts and identify new business opportunities within existing relationships.
 - Strong understanding of experiential marketing, activations and events.
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Talent, Ability, Skill, Knowledge & Style

We're looking for someone who is:

- Natural relationship builder with a passion for understanding client needs and delivering solutions that drive results.
- Creative thinker who brings fresh ideas to enhance client projects and agency offerings.

JAWBONE

- Ability to manage multiple complex projects simultaneously while maintaining attention to detail and quality.
- Ability to identify opportunities for account growth and convert them into additional revenue streams.
- Ability to lead cross-functional teams with confidence and clarity.
- Strong strategic and commercial acumen to align client goals with business objectives.
- Excellent project management skills to drive timely and efficient delivery.
- Outstanding communication and presentation skills to engage clients and stakeholders effectively.
- Problem-solving skills to address challenges proactively and implement effective solutions quickly.
- Deep understanding of experiential marketing, brand activations and integrated campaign management.
- Professional, credible and confident in all client and internal interactions.
- Persistent and driven, committed to delivering excellence even under pressure.
- Adaptable and flexible, able to pivot strategies or approaches as client needs evolve.
- Warm, approachable and respectful fostering positive relationships.

Must know how to use:

- Google Workspace (Docs, Sheets, Drive, Gmail, Calendar)
- Basic knowledge of AI tools (e.g. ChatGPT)
- Slack
- Fathom - understanding advantageous

Responsibilities

Client Relationship Management

- Build and nurture strong, long-term relationships with key clients, acting as their primary point of contact.
- Understand client goals, business challenges, and market landscape to provide strategic guidance and tailored solutions.
- Proactively identify opportunities to add value and enhance client satisfaction, positioning Jawbone as a trusted partner.

Project Management & Delivery

- Lead the end-to-end management of client projects, ensuring delivery on time, within budget, and to the highest quality standards.
- Oversee project scoping, planning, execution, and close-out, ensuring alignment with client objectives and agency processes.
- Coordinate cross-functional teams (creative, production, digital, reporting) and external vendors to deliver seamless project execution.
- Manage multiple complex projects simultaneously while maintaining attention to detail and prioritising effectively.

Business Development & Growth

- Identify and convert upsell and cross-sell opportunities within existing client accounts to drive revenue growth.
- Assist with new business development by preparing for and participating in client pitches and presentations.

Financial & Performance Management

- Manage project budgets, ensuring profitability while delivering exceptional results for clients.
- Track project performance against KPIs, providing regular reports to the executive team and clients.
- Implement process improvements to drive efficiency, reduce delivery times, and optimise resource utilisation.

Client Communication

- Develop and implement effective communication strategies to keep clients informed and engaged throughout projects.
- Provide clear, timely, and professional updates on project progress, risks, and solutions on a weekly basis or as needed.
- Facilitate status meetings and presentations with clients and internal teams, ensuring clarity and alignment.

Please send your CV with the title of the job you are applying for to recruit@jawbone.co.za should you want to apply.