

Account Manager / Consultant

The Consultant level role applies their knowledge and skills to manage day-to-day projects and activities for BlueChip's clients, and to own BlueChip's relationship with them.

As a Consultant, my objective is to oversee day-to-day client projects and strategies to cultivate positive outcomes, grow client accounts over time, and assist with BlueChip's new business development.

To achieve this, I need to:

- Educate clients on how we can achieve the best results through their communication programs.
- Oversee client deliverables to ensure the quality of work and outcomes meet their brief.
- Assist with new business pitches and look for opportunities to grow existing accounts.

Leading indicators that show I will be successful are:

- Client satisfaction scores (net promoter score) >7
- Client clarity on what we expect of them and what they can expect from us.
- Percentage of work delivered on time and on budget.
- Proactive and successful troubleshooting, including calling on colleagues.

Lagging indicators of whether I was successful are:

- Client retention (>80%)
- Portfolio growth
- Feedback from manager and team via 5-5-5 reviews

Decision-making authority

- Turn down work requests that don't support our clients' strategies.
- Support a profitable portfolio of clients, retaining and growing client relationships.

Personal qualities & behavioural traits

Qualities of a great Consultant

1. **Client-Oriented.** Genuinely caring about creating the best possible outcomes and experiences for clients. Being able to build and maintain relationships with clients up to C-suite, to solve tricky problems for clients, and to receive feedback on work produced and revise as needed.
2. **Problem solver:** Has the confidence and knowledge to help educate clients on marketing and communication strategies, tools and tactics, and what will or won't get results. Likewise, contributes to internal brainstorming, and ideas-generation and helps colleagues as needed.

3. **A-player:** ambitious, energetic and goal-oriented, with a clear focus on achieving results for team and clients. Focus on “winning”, whether that means contributing to business development targets, achieving outcomes for clients, or growing your industry knowledge and experience.
4. **Team player.** At BlueChip, we’re here for the greater good, for our team and clients. We show up for each other and our clients, and work with companies that make a positive impact.
5. **Organised.** Able to consistently manage a wide range of competing priorities, and understand the balance of ‘important’ and ‘urgent’, to the benefit of the firm and clients alike
6. **Truthful.** “Kind truths” means that we are honest with clients about what will and won’t get results and provide continual positive feedback to the team. Everyone is encouraged to contribute to the business’s overall direction and strategy, and to share their views with management.

Work experience & skills

The Consultant should demonstrate a track record in overseeing client portfolios, working as part of a team, and problem solving to help achieve outcomes for clients.

Hard skills	Soft skills
<ul style="list-style-type: none"> • Good knowledge with many areas of depth re:- clients’ industries and services/ products, Australian economic, political and media landscape, and marketing, digital, social and PR practices • Ownership of client accounts and senior stakeholder relationships • Responsible for budget management • Drives client strategy and supports execution of business strategy at the intermediate* level • Responsible for annual and quarterly planning • Able to evaluate material at an intermediate level 	<ul style="list-style-type: none"> • Assists the hard skills development of all team members • Clear permission to actively participate in high-stakes sessions • Strong stakeholder management • Demonstrate creativity