

ACCOUNT MANAGER JOB DESCRIPTION



ABOUT US:

We're UsCo, an independent, award-winning creative agency based in Toronto, known for our unconventional approach to advertising and design. Founded in 2009 by two creative directors looking for a less corporate, more collaborative space, we've grown over the past 15 years into a collective of specialists spanning North America. Our team brings expertise across strategy, project management, creative development, branding, web design, and media planning — all working together to push boundaries.

Our home base is a cozy bungalow at 631 The Queensway in Toronto, and we believe everyone should feel at home when they step into our space. That philosophy shapes our culture — we value creativity, collaboration, and, of course, a good laugh. At UsCo, our manifesto is simple: *Do Something Different*. Whether it's through our creative ideas, strategic thinking, or the way we work, we're always looking for ways to stand out and add real value.

THE ROLE:

We're looking for a rock star Account Manager to join our growing team, who have previous experience working at a marketing agency for approx. 1-3 years (in the form of an Account Manager / Executive). As the main point of contact for clients, you'll be responsible for building strong relationships, managing projects from start to finish, and ensuring successful delivery of creative campaigns. You'll collaborate closely with our strategy, creative, and media teams to bring ideas to life and drive results.

RESPONSIBILITIES:

- Manage internal and external marketing initiatives for a portfolio of clients, in collaboration with the Account Director, Account Supervisor and/or Account Managers.
- Fully comprehend client briefs and develop a project plan to deliver on agreed upon expectations, communicating elements of the brief to internal and external teams, and ensuring comprehension of the objectives and underlying strategy.
- Manage a variety of work streams including traditional, integrated, digital, social, email and promotional projects.
- Plan projects and supervise the execution of the various stages of production from start to finish (e.g., manage scope, support teams in preparing and delivering assets, etc.).
- Balance the dual expectations of both the client and agency to ensure seamless project delivery and quality, effectively managing day-to-day communications and ensuring all client requests are met in a timely and service-oriented manner.
- Develop strong client, partner, and vendor relationships.
- When required, reach out to freelance dev teams and get estimates.
- Provide administrative support to the Account Director and Account Supervisor (billing, profitability reports, forecasts, performance reports, setup tasks, etc.)
- Keep up to date on digital and integrated performance marketing tactics and trends to offer sound strategic recommendations to clients.
- With direction from the Account Director and Account Supervisor, provide tactical and strategic recommendations to enhance performance.

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SKILLS & COMPETENCIES:

- Experience working in a marketing agency is required (with 1-3 years of experience at an Account Manager level)
- Experience working specifically within the digital space is a requirement (social, email, digital media, etc.)
- Knowledge of specific digital marketing is an asset (SEM, SEO, paid social media, display campaigns, content creation, analytics)
- Excellent communication skills, both written and spoken
- Exceptionally strong organizational skills across multiple projects and priorities
- Strong ability in project or account management
- Excellent client relationship management skills
- Ability to work with multidisciplinary teams
- Ability to adapt to workload and working conditions while maintaining a positive attitude and professional demeanour
- Proven interpersonal skills and ability to manage conflicts
- Sense of organization and of priorities
- Critical thinking and attention to detail
- Bilingual (preferred, but not required)

Why Join UsCo?

- Collaborate with a passionate team on innovative, award-winning campaigns.
- Work in a flexible, hybrid environment that values creativity and growth.
- Build meaningful client relationships and lead impactful projects.
- Enjoy opportunities for career development and professional growth.

Ready to bring your expertise to a team that loves thinking differently? Apply now and let's create Something Different together. To apply, send your resume and a brief cover letter to matt@usco.ca with the subject line "Account Manager Application."