

**Designation:**

Group Account Director

**Experience:**

7+ years of work experience

**Core competencies:**

## 1. Business &amp; Financial Acumen

- Create economic value for FoxyMoron by understanding and managing multiple financial indicators around goals, stakeholders, resources, regulations, geographies and markets effectively
- Fluency in comprehending, tracking and maintaining financial data
- Work efficiently by managing costs and resources
- Strong focus on process quality improvement, tools, and metrics, driving efficiency and understanding technology trends
- Recommend well-informed and timely financial/business decisions with an understanding of their consequences and impact on the Organisation

## 2. Leadership &amp; Team Management

- Lead by example & mentor team members
- Keep team members motivated at all times
- Ensure quality resources are brought on board
- Provide appropriate level of feedback concerning team progress (via performance reviews and on-the-job feedback)
- Train, mentor and motivate the team

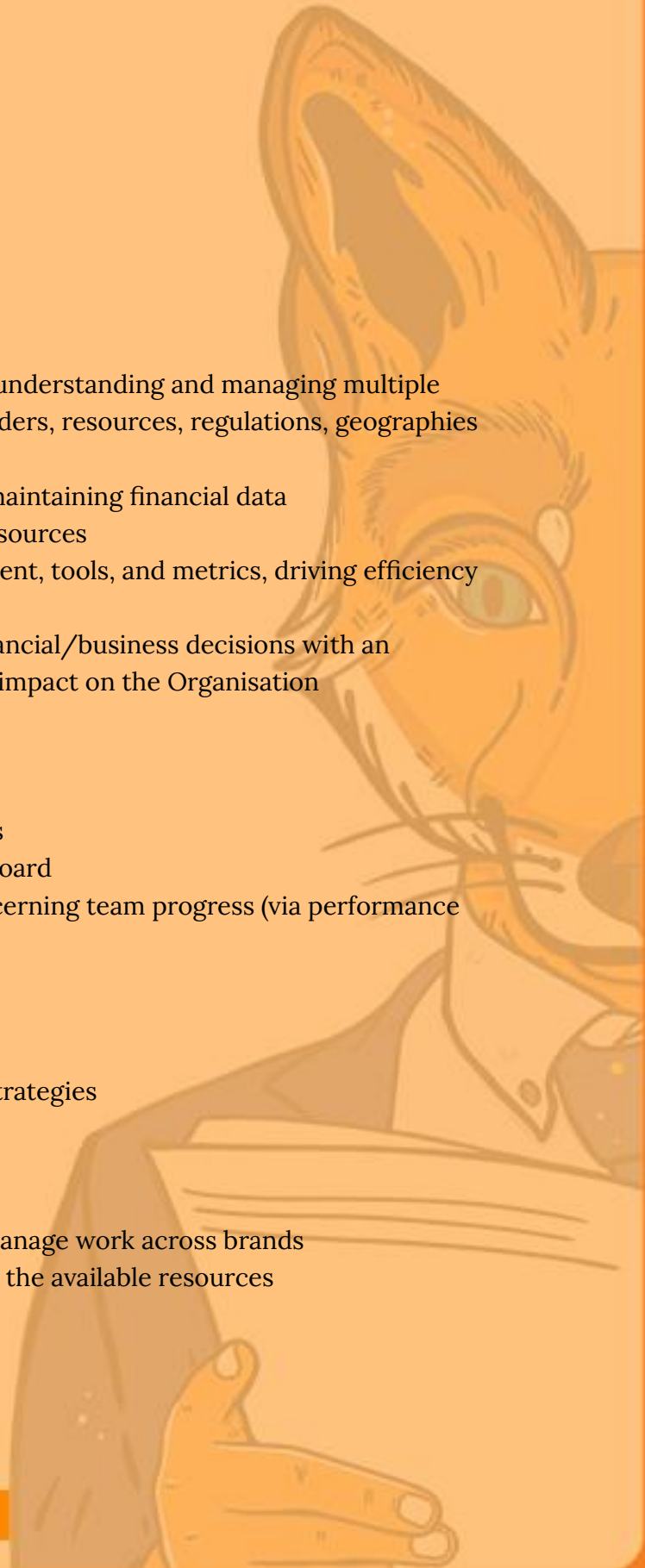
## 3. Customer Focus

- Keep client needs in mind while framing strategies
- Timely resolution of client escalations

## 4. Planning &amp; Organizing

- Tactfully prioritize tasks and projects to manage work across brands
- Deliver quality work within deadlines with the available resources

## 5. Communication



- Excellent written and verbal skills
- Ability to clearly articulate complex ideas and strategies to clients and the team
- Ability to sell work and ideas, and respond positively to feedback

**Qualification:**

- UG - Any Graduate - Any Specialization OR PG - Any PG Course - Any Specialization; Post Graduation Not Mandatory.
- Candidates with 7+ years of work experience can apply. Should have preferably been involved in Client Servicing, Strategy and Execution - All three
- Prior team management experience preferred
- Proven & demonstrable experience of being able to work under pressure and multi-task. Should be comfortable with handling pressure since the role demands it

**Roles & Responsibilities:**

## 1. Strategic

- Create plans, budgets & forecasts for internal consumption and usage
- Create and communicate Annual Operating Plans - AOP (in conjunction with the Account Director) basis the clients' decoded briefs. Update the AOP incase of significant modifications in the client's brief or digital platform policies during the course of the year
- Create quarterly execution plans based on internal plans and decoded client briefs
- Update resource planning basis quarterly FTE and utilization mapping
- Maintain monthly client P&Ls
- Ensure achievement of billing targets by the team
- Ensure timely renewal of contracts. Identify any obstacles to contract renewal well in advance, and resolve (or escalate) the same

## 2. Communication &amp; Coordination

- Monthly communication with clients to provide updates and collect feedback
- Ensure timely and proactive response to client emails (by self and by team)

## 3. Account Management

- Brainstorm (when required) with relevant teams for client pitches and execution of briefs
- Ensure accurate referencing and industry benchmarking by the team

- Strategic intervention and inputs to the competitor analysis process. Identify process improvements, new potential offerings and internal training needs basis the same

#### 4. Finance

- Follow up with the client for any overdue payment and ensure it's released incase the Account Director isn't able to

#### 5. Team

- Hire capable, independent resources that can understand, communicate and execute client briefs accurately
- Create a team culture of research and self-development
- Work with the L&D team to structure training programs that directly impact work quality along with specific competencies

