

9LETTERS

#301-107 East 3rd Avenue
Vancouver, BC Canada V5T 1C7

Job Description

Position Title: Account Manager, Client Services (Full time, Ongoing, Hybrid)

Salary Range: \$50,000 - \$58,000 (commensurate with experience)

Last Date Revised: January 2026

About 9Letters

9Letters is a mid-sized, independent, fully integrated advertising and branding agency based in Vancouver, BC. With over 30 years of experience (recently rebranded from Wasserman), we help brands achieve clarity, differentiation, and meaningful impact in a crowded market. Our work spans strategy, creative, media planning & buying, content creation, websites & e-commerce, and experiential – always grounded in insight, collaboration, and results. Learn more about us at 9Letters.ca.

The Client Services Team

Client Services is the connective tissue of our agency. We champion our clients' business objectives, lead collaboration across disciplines, and ensure work is delivered with excellence, efficiency, and care. We are strategic partners, trusted advisors, and proactive problem-solvers.

The Role

The Account Manager, Client Services is responsible for the day-to-day management of client relationships and the successful delivery of integrated marketing initiatives. This role balances strategic thinking, project leadership, and operational excellence. You will work closely with internal teams and clients to ensure work is on brief, on budget, and on time – while contributing to long-term client success and agency growth.

This role is ideal for someone who thrives in a fast-paced agency environment, takes ownership, and is motivated by building strong relationships and delivering great work.

What You'll Do

Client Leadership & Relationship Management

- Act as the primary day-to-day client contact for assigned accounts, managing communications, expectations, and deliverables
- Build trusted relationships by developing a deep understanding of clients' businesses, categories, and objectives
- Translate client needs into clear, actionable briefs for internal teams
- Proactively identify opportunities to add value, improve work, or grow the relationship
- Support senior account leadership in client planning, presentations, and strategic discussions

Project & Delivery Management

- Support the end-to-end management of projects, from briefing through execution, delivery, and wrap-up, in some cases taking the lead on assigned clients, or supporting senior account leads
- Define scopes, timelines, and deliverables in collaboration with internal teams

- Orchestrate cross-functional resources (strategy, creative, production, media, digital) to ensure seamless execution
- Document outcomes from meetings/discussions and ensure quality and timely delivery
- Ensure work is delivered on time, on brief, and to quality standards (including detailed proofing of final assets)
- Arrange and coordinate meetings and logistical requirements for project teams (e.g. travel)
- Manage project close-outs, including asset archiving and documenting and sharing post-project learnings

Financial & Scope Management

- Manage client budgets at project and retainer levels, ensuring accurate scoping, forecasting, and billing
- Prepare estimates, track burn (including BCR management), flag risks, and support margin management
- Coordinate invoicing and billing documentation with internal finance teams
- Help identify scope creep and support change management conversations with clients

Strategic Contribution

- Support the development of insights, strategies, and recommendations that drive measurable client results
- Conduct and synthesize research (consumer, competitive, cultural, category)
- Develop a growing understanding of integrated marketing, brand strategy, and communications planning
- Contribute thoughtful input to creative and strategic work

Internal Collaboration & Agency Support

- Support strong collaboration across departments, fostering clarity, accountability, and momentum
- Support 9Letters social media efforts including ideation, calendar planning, content development and reporting
- Contribute to agency culture initiatives and team events as needed (planning, team communications, and logistics coordination)
- Act as a positive ambassador for 9Letters' values, culture, and ways of working

How We Work

We believe exceptional client service comes from:

- **Strategic thinking:** Connecting insights, data, and creativity to business impact
- **Proactivity:** Taking ownership, anticipating needs, and solving problems (ideally before they arise)
- **Collaboration:** Working openly and respectfully across 9Letters teams and with clients
- **Continuous learning:** Staying curious about our clients, our craft, and our industry

What You Bring

- 3–5 years of experience in an account management or client services role within an advertising, marketing, or creative agency
- Strong project management skills with the ability to manage multiple initiatives simultaneously
- Experience working on integrated marketing campaigns across channels
- Solid understanding of agency workflows, scopes, and financial management
- Excellent communication, presentation, and relationship-building skills
- High attention to detail with strong organizational and follow-through skills
- A proactive, solutions-oriented mindset

Key Performance Indicators

Success in this role is measured by:

- Client satisfaction and relationship strength
- Quality, timeliness, and consistency of work delivered
- Effective management of scope, timelines, and budgets
- Strong internal collaboration and facilitation of teams
- Proactive thinking, ownership, and follow-through

Why 9Letters

- Work on meaningful brands with a highly collaborative, talented, experienced team
- Skills and career mentorship and learning
- Competitive compensation and benefits
- A supportive, fun internal culture that values commitment, creativity, and work-life balance

Application deadline

February 9, 2026

How to apply

Send your cover letter and resume to careers@9letters.ca

Contact info

9Letters

#301 – 107 East 3rd Avenue.
Vancouver, BC. V5T 1C7

careers@9letters.ca