ALL IN YOUR BUSINESS.

CVR ADVERTISING

Account Supervisor

Job Description:
An Account Supervisor at CVR leads client strategy and engagements across multiple accounts including relationship development with senior client leadership. Account Supervisors may manage one or more Account Executives/Account Coordinators and must effectively balance workloads while ensuring client initiatives are completed on time and on budget and participate in new business activities. Our clients expect us to be all in their business. This means strong written and oral communication skills are required to effectively advocate for and defend the agencies point of view while aligning with client needs with the goal of going deeper to truly understand a need or objective. This role requires attention to detail, genuine curiosity, strong financial understanding, and the ability to inspire team members.

Capabilities:

- Uses genuine curiosity to go ALL IN for CVR's client partners
- Is an active listener and will instinctively ask clarifying questions
- Proactively identifies issues and knows when to push back
- Strong sales skills to match genuine needs with solutions
- Strong written and oral communication skills
- Discover new opportunities and sell creative ideas and value of our work
- Ability to influence and inspire other team members/disciplines
- Passionate, energetic, enthusiastic and professional
- Able to lead and articulate marketing strategy planning and implementation
- Able to multi-task and delegate effectively
- Comfort and experience with use of AI-powered tools to inform and empower
- Give clear and concise direction

Roles & Responsibilities:

- Develop annual strategic plans in collaboration with clients
- Participate in new business efforts as needed, including RFP submissions
- Review and approve monthly billing for accuracy for all assigned accounts
- Supervise, mentor and manage direct report(s)
- Develop and review SOWs and estimates
- Responsible for revenue and profitability of assigned accounts
- Develop creative briefs with thoughtful insight
- Managing client expectations on project outcomes
- Provide monthly revenue forecasts
- Participation in client activities and on-location events as needed
- Takes ownership of deliverables and tasks
- Owns mistakes and collaborates to rectify with integrity
- Leading relationships with multiple clients and points of contact
- Lead and participate in meetings as needed
- Manage client expectations and project priorities
- Direct first party research and provide analysis/insight

Qualifications:

- 6+ years of experience in an agency setting or relevant role

What You'll Find at CVR:

At CVR, we believe great work starts with a team that feels supported, challenged and connected. We offer a collaborative agency environment where people have room to grow, contribute across disciplines and be part of work that makes an impact for clients and communities.

Our team benefits include:

- Competitive salary aligned with experience and role expectations
- A hybrid work week with three days in our downtown Indianapolis office
- Paid time off, annual agency holidays and additional flexibility, including:
    - Annual work-from-anywhere week
    - Birthday holiday
    - Agency closure between Christmas and New Year's Day
- Medical, dental and vision coverage in addition to Long Term and Short-Term Disability Insurance
- Parental Leave
- 401K Match Program
- Professional development opportunities through local and national public relations, social media, advertising and marketing organizations and opportunities to attend conferences, networking events and industry programs aligned with agency and department goals
- Team outings, retreats, lunch and learns, community outreach and volunteer opportunities that keep us connected to each other and to Indianapolis
- A downtown Indianapolis headquarters with parking, office snacks and drinks, collaborative workspaces and an in-house video studio
- Connection to AMIN Worldwide, a global network of independent advertising and marketing agencies that gives our team access to broader industry perspective, resources and relationships