



Account Manager
Full Time | Hybrid
Atlanta, Georgia

Ruby Brick is a growing, boutique agency that collaborates with nonprofits to craft compelling, creative, and data-driven marketing and communications strategies for social impact. We partner with clients to expand their reach, amplify their message, and activate their community to create deeper, intentional experiences and partnerships.

Ruby Brick is looking for individuals passionate to use their creative chops, relationship management skills, and business savvy in a dynamic, open, and collaborative environment. At Ruby Brick, we take a “people first”, “remote first” approach to working as we collaborate, create, and connect. We are currently looking for an **Account Manager** to join our team.

Account Manager:

The Account Manager role leverages leadership, customer service, creativity, strategy, and sales to manage the client relationship and support content creation designed to move a client’s unique goals forward. This role will collaborate on the communication strategy, oversee and contribute to the scope of work for a client, and work internally with content creators' support to execute the deliverables.

This role is a flexible, hybrid role in Atlanta (primarily remote). Monthly team meetings are in-person as are some client meetings and events. There is a possibility of rare travel outside Atlanta to meet with clients. As a “people first” organization, the role may require occasional flexibility on evenings and weekends. However, due to the nature of this position, this is not a primarily night and weekend role, and the Account Manager needs to be able to work and take meetings during the day.

Client Relationship Management & Engagement

- Build a positive, working relationship with approximately 4-7 clients, managing client expectations, scope of work, and content deliverables.
- Track and monitor the scope of work and deliverables in alignment with executed client contracts; proactively communicating with the client if any intended projects are outside of scope or will require additional team support.
- Prepare for and lead client meetings.
- Maintain a commitment to established timelines, deadlines, and rhythms co-created by the client and Ruby Brick.

Content Strategy, Creation, & Management

- In collaboration with the Lead Strategist, create an annual strategy based on client needs that helps frame Ruby Brick’s work and establish regular reporting opportunities to highlight

ongoing achievements and opportunities.

- Offer creative and strategic content ideas for each client based on best practices.
- Project manage deliverables, aligning the internal team on client deliverables to steer the execution of the client's scope of work, delegating content creation activities through Ruby Brick processes.
- Ability to draft basic content elements for clients including, but not limited to: blog posts, thought leadership pieces, social media content and videos, email content, website copy, etc.
- Serve as an editor and brand manager, reviewing and editing content before sharing with clients for their approval process.

Team Collaboration

- Collaborate with the CEO to assess, vet, and pitch to potential new clients or upsell current clients.
- Leverage expertise to collaborate with the team to ideate, develop, and promote new products and services.
- Be an active participant in thought leadership, team meetings, and gatherings.
- Collaborate with a team to ideate, develop, and revise client content.
- Lead with a people-first perspective; assume good intent, collaborate, and be transparent and accountable.

Skill Knowledge, Experience, and Expertise:

- Ability to work independently and communicate effectively with a team
- Willingness to jump in and learn new skills or experiment with new technologies
- Confident communicator, able to balance nuance and professionalism
- Exemplary English writing skills (additional Spanish skills a plus)
- A firm commitment to deadlines
- Ability to balance multiple priorities and streams of information
- Attention to detail and ability to project manage
- Experience planning and creating content
- 2+ years of marketing, PR, and/or communications skills and experience
- 2+ years of copywriting experience a plus
- Experience on a nonprofit team a plus
- Familiarity with development/fundraising a plus

Software:

- Google Suite (Docs, Sheets, Slides, etc)
- Canva for graphic and video editing
- Asana
- ChatGPT
- Website CMS (WordPress, FinalSite, Squarespace, etc) a plus

Benefits:

- Compensation: Annual salary \$40k - \$50k
- Paid Time Off: 3 Weeks + 11 Paid Holidays

- Annual technology stipend
- Quarterly phone stipend

What Next:

If you are interested in this position, please email hello@rubybrick.com with “Summer 2024 - Account Manager” as the subject line. Please include the following:

- Resume (or link to LinkedIn profile)
- Portfolio or 2-3 samples of your communications work
- A cover letter that directly addresses:
 - Why are you interested in working at Ruby Brick?
 - Which elements described in this role are you actively looking forward to as part of your work?
 - Confirm that you’ve looked at the salary range and it’s workable for you.

Equal Opportunity:

Ruby Brick is an equal-opportunity employer committed to hiring a diverse workforce at all levels. All qualified applicants will receive consideration for employment without regard to race, national origin, age, sex, religion, disability, sexual orientation, marital status, veteran status, gender identity or expression, or any other basis protected by local, state, or federal law.