

Better Together

Account Manager Job Description

[Better Together](#) is hiring an Account Manager passionate about social action and creating lasting change. With roots in Washington, DC, and global reach, Better Together is set on cultivating a powerful network of partners who share our passion to create opportunities to accomplish impactful, long-lasting change. Our advocacy partners will also prove our commitment to positively changing the world.

As an Account Manager at Better Together, you will play a key role in leading and managing campaigns that embody our mission: using communications as a force to drive equity. With support from our team, you'll ensure every project aligns with our values and delivers meaningful impact. We're also dedicated to fostering your growth and development, helping you excel in a role that supports both your strengths and our agency's goals.

Location: This is a 100 percent remote position

Hours: Full-time, U.S. time zones

Compensation range: \$70,000-90,000 per year

We offer healthcare coverage (premiums are covered 100%). 401K matches up to 3% and 50% of the next 3% (if the employee contributes 5%, Better Together will match 4%), but that does not exceed 5% of your compensation. We are open to investing in training, conferences and webinars to further your skill set...basically, we want our team to be at the top of our game. We also offer a stipend for cell phones and home internet services.

Available to people authorized to work within the United States. We highly encourage candidates who are LGBTQIA+, BIPOC, neurodiverse, disabled, from rural areas, and other communities.

You are a great fit for this job... if you

- have a passion for DEI, social change and action.
- are highly experienced in owned, shared, earned, and paid media and have successfully led campaigns.
- are masterful at using empathy to anticipate the needs of others and putting those needs into writing.
- have a creative mindset and are a collaborative multitasker.

- are excited about developing strategy and creativity for client projects and campaigns.
- go out of your way to communicate in asynchronous team structures.
- thrive in autonomy and working remotely with limited supervision in a fast-paced, ever-changing environment.
- can organize client relations and lead in project management.
- are resourceful, proactive, and a problem solver – heck, you thrive on it!

Responsibilities

- Serve as a client-facing leader, working with client contacts and internal teams to execute objectives and maintain client satisfaction.
- Help conceptualize and implement successful client programs.
- Act as a storyteller, shaping the client narrative to secure media placements.
- Maintain strong relationships with key media contacts.
- Staff events with our clients or on behalf of our clients; the role could require some travel.
- Develop and support client strategy and planning.
- Demonstrate and encourage creativity and innovation, from a client service and team culture standpoint.
- Articulate ideas to clients, colleagues and others using your strong communication and presentation skills.
- Synthesize information to deliver timely insights.
- Help lead and mentor a talented group of agency professionals, overseeing project management, day-to-day account work and individual client programs.

Must Haves

- BA/BS in Communications/Marketing/Public Relations/Integrated Marketing or a related field, is preferred.
- 5+ years of agency strategic communications experience preferably in advocacy, social justice or social impact.
- A firm grasp of the media landscape and a solid bench of key media contacts.
- Fluency with communications and productivity tools, including or similar to Slack, Asana, Google Drive and Harvest.
- Strong initiative, leadership skills and work ethic.
- Proven attention to detail.
- Ability to work remotely while managing and multitasking in a highly collaborative, virtual team environment.
- You design integrated campaigns using social media, online advertising, email marketing and web design.
- You create sharp content, such as social media calendars, video scripts and op-eds.
- Experience working with junior team members, account management and career development initiatives.

- Track record of success in developing and executing PR/communications programs to achieve a client's objectives.
- Proven success in building and maintaining strong relationships with client contacts.
- Ability to communicate with charisma and ease in a variety of forums including client meetings.
- Exceptional time management skills with the ability to juggle multiple projects, meet deadlines and work with quality and efficiency.
- Professionalism, poise and confidence participating in a variety of situations including client presentations and events.

Skills That Will Enable You to Thrive

- You can learn quickly, aren't afraid to ask questions, take initiative, and are proactive with your communication.
- You excel at balancing being thorough and efficient in a 100 percent remote work environment.
- You have an internal drive for organization and prioritization skills, so you can exceed expectations with limited supervision.
- You take pride in refining your communication – written and verbal – especially the ability to speak client-friendly language that makes them feel safe and supported.
- You appreciate personal development, social justice, and liberation culture and are passionate about your growth.
- You are quick to pick up new tech and tools. We work with a variety of online tools and you will need to be able to use these with some basic training, including Asana, Google Drive, Muck Rack, AI applications (i.e., ChatGPT, Narrato) and more.
- You have a reliable internet connection and can use video conferencing services, such as Google Meet.
- Proven success in pitching and delivering high-profile media stories and building relationships with media and influencers.
- Solid understanding of public relations and integrated marketing principles, including digital and social communications experience.
- Comprehends what makes news, influences stakeholders, and drives conversations among journalists and influencers.
- Demonstrated ability to manage large projects, budgets and teams.
- Effective listening, and strong verbal and written communications skills.
- Ability to anticipate client needs and quickly solve problems.
- Possesses a positive, creative and innovative mindset.

Why It's Awesome to Join Our Team

- Work virtually from anywhere, but we do expect everyone to get their work done on time with high quality.

- You'll work with extraordinary people. Everyone on our team has superpowers that are well-honed in different areas. If you like working with passionate, communicative, talented, accountable, creative, generous, fun, and ambitious people... that's us.
- We care about people, empowerment, inclusion and well-being, and we implement this in our programs, services, and internal team. If that's appealing to you – and you care too – you'll be able to have a direct meaningful impact!
- We have a high bar for excellence, results and integrity. If you're dedicated to detail-oriented quality, you'll succeed here fast.