



# Making a Difference Together



## Client Account Manager - Full-Service Fundraising Agency

This key operational position reports to the Senior Client Manager and will be responsible for managing and developing a portfolio of clients, ensuring all partnerships receive high quality account management.

### About Us

The FIN Agency is a trusted, innovative full-service fundraising and marketing agency dedicated to the not-for-profit sector.

Servicing all areas of Australia, our team supports many organisations with strategic development right through to the execution of fundraising and marketing campaigns.

We specialise in being responsible for ethical, compliant, compassionate, and engaging campaigns that result in the acquisition of high quality supporters that provide a long-term commitment to the many charity causes we represent.

### About the Role

The role calls for a capable, strategic account manager who is responsible for the long-term relationships and development of our charity partners and sub-contracted service providers. This involves ensuring that all partnerships receive high-quality account management and meet key metrics and deliverables.

The role encompasses various tasks such as evaluating campaign performance, campaign reviews, identifying new prospects, and delivering high-quality business proposals. It requires an understanding of the sector, strategic thinking, meticulous attention to detail, and the ability to tackle client challenges, adapt to market conditions, and work within specified parameters like time, budget, and multiple workflows.

As part of this role, you will collaborate with cross-functional internal teams to continuously enhance our overall service offering for all stakeholders.

You must be able to articulate your thinking and present confidently to clients with a focus on service and delivery whilst championing work that is strategic, innovative and effective.

## **About You**

As a Client Account Manager, you're a motivated individual accustomed to overseeing extensive client portfolios and adept at fostering and enhancing ongoing relationships.

You'll serve as the primary point of contact for allocated clients, assisting them in strategic partnership cultivation and development, and overseeing the implementation of multi-channel campaigns.

Collaborating with diverse clients, you'll nurture established connections and consistently evolve their fundraising initiatives to attain targeted outcomes. This pivotal role in our organisation offers flexible work arrangements, including the option to work remotely 1-2 days per week.

## **We're looking for**

- Proven account management experience with 2+ years of experience
- Solid work history with campaign management or client relationship management, within the NFP and regular giving sector.
- Demonstrated ability to exercise initiative, work independently and maintain successful professional relationships
- An aptitude for effectively managing expectations with both internal and external stakeholders in order to achieve outcomes.
- Excellent communication skills (verbal and written).
- Ability to effectively coordinate multiple tasks and adhere to deadlines.
- Ability to generate and interpret numerical data and create senior level management and client reports.
- Actively engage and contribute to Company culture.
- Willingness to travel

## **Check us out:**

[www.thefinagency.com.au](http://www.thefinagency.com.au)

<https://www.linkedin.com/company/the-fin-agency>

## **Apply Today**

To apply for the position, please submit your resume and cover letter to [dadgemis@burgundyroad.com.au](mailto:dadgemis@burgundyroad.com.au)

Applications are to be received by 9am Tuesday, 21<sup>st</sup> May 2024.