

# MASK

## ROLE: SENIOR ACCOUNT EXECUTIVE

### Overview

Client-facing role with 2+ years event experience, requires good experience, creativity, strong organisational skills, and a sense of credibility both with clients and with the team. Success is measured against personal and team financial targets, personal objectives and embracing the Concerto values.

### Sales:

- This is predominantly a client-facing role with the lead objective of attracting and retaining clients, with targeted focus on two areas:
  - Leading, retaining and growing current clients and accounts
  - Winning new clients taking both a proactive and reactive approach
- Work with the team to identify opportunities to grow business
- Creatively push the Mask team to be aware of new experiences, launches and creative possibilities
- Represent Mask at networking events, marketing events and exhibitions
- Ensure that all work is error free and beautifully presented
- Demonstrate keen financial awareness, running all jobs to ensure they are in-line with the Mask profit structure
- Use and understand the BMS (in-house business system) to manage client finances, account management tasks and new business data, logging all new enquiries accurately and swiftly
- Work with Ops team to ensure that all Bespoke events are running at optimum level, exceeding client expectations at every stage of the client management process

### General:

- Work closely with company partners including Create and Full Circle
- Liaise with venues, partners and colleagues to maintain positive relationships and mutual respect
- Know London and London venues well, aware of new cultural experiences and events
- Support the team by considering the bigger picture, what is best for the client and what is best for the team

### **Person Specification:**

- Outstanding interpersonal skills - ability to present and communicate to varying levels of seniority
- 2+ year's sales experience, with a proven track record and strong sales figures
- 2+ year's personal account handling experience with your own clients
- Basic understanding of operational delivery of events
- Strong organisational skills and attention to detail
- Manage own workload and deliver multiple projects concurrently
- Supports the wider team with admin and ad hoc requirements as needed
- Excellent time management
- Microsoft literate with advanced PowerPoint and Excel skills
- Well presented
- Excellent written and verbal communication skills
- Demonstrates the Concerto Values: Passionate, Professional, Ambitious and Fair

- Ends -