

HIRING: ACCOUNT MANAGER

About Us

Most small businesses lack the time and expertise to build marketing that gets results. At Mountaintop Web Design, we craft digital marketing solutions so our clients can get more leads that turn into customers.

We founded Mountaintop Web Design because we were tired of seeing people wasting money on bad marketing. We do digital marketing the right way by providing top tier marketing services combined with amazing customer service, integrity, and an emphasis on bringing our clients a return on their investment. We focus on delivering solutions that produce tangible results for our clients.

We are looking for an Account Manager to own our client relationships and be a core part of the team long term. Our team needs to focus on delivering great work, and our clients deserve a dedicated point of contact who keeps communication flowing, projects on track, and expectations clear. This role requires you to assume responsibility for day-to-day client communication, project coordination, and reporting.

Do you love building relationships, thrive in a fast paced & collaborative environment, and get satisfaction from making clients feel supported and heard? If so, keep reading.

About the Role

- **Own the Account:** be the main point of contact for your clients and ensure everything stays on track
- **Manage Projects & Timelines:** coordinate tasks, priorities, deliverables, and deadlines with internal teams to keep work moving smoothly
- **Communicate with Clarity:** lead client meetings, share updates, and ensure everyone is aligned
- **Deliver Reporting:** develop clear, on-time weekly status reports and performance updates clients can trust
- **Nurture Client Relationships:** become a trusted advisor and ensure communication and campaign delivery is flawless
- **Ensure Client Support & Happiness:** provide an excellent experience with quick actions and responsiveness
- **Other Duties as Assigned:** this role will have the opportunity to wear many hats and learn many skills
- **Communication:** Outlook, Slack, Zoom, Loom, & GoHighLevel
- **Project Management:** ClickUp & Google Drive

Key Responsibilities

- **Client Communication**
 - Serve as the main point of contact for assigned client accounts, speaking to timing and deliverables.
 - Lead and schedule client-facing meetings such as kickoffs, check-ins, and reviews, including agendas, notes, and action item follow-ups.
 - Respond to client requests quickly and route them to the right internal team members for resolution.

- o Set and manage client expectations to prevent surprises and build trust.
- **Project & Task Coordination**
 - o Coordinate and develop tasks, priorities, deliverables, and timelines with team stakeholders daily in ClickUp.
 - o Manage internal resources to ensure projects stay on track and deadlines are met.
 - o Route projects through the appropriate departments and approvals.
 - o Proactively identify and resolve workflow bottlenecks before they impact clients.
- **Reporting & Account Performance**
 - o Develop weekly status reports alongside internal specialists and ensure they are delivered on time.
 - o Speak confidently to campaign performance and results (SEO, web design, digital advertising).
 - o Take ownership of account performance with a forward-thinking approach and deep understanding of each client.
- **Client Retention & Growth**
 - o Nurture client relationships and become a trusted advisor.
 - o Identify opportunities to grow accounts based on client needs and our product offerings.
 - o Assist in coordinating client onboarding and ensure satisfaction throughout the client journey.
- **Continuous Improvement**
 - o Identify areas for improvement in client communication and account management processes.
 - o Present actionable suggestions for process optimization and execute approved changes.

Expected Outcomes

- **Within 30 Days**
 - o Fully understand daily operations, our services, and our client management process
 - o Become familiar with clients, their goals, and typical requests
 - o Begin owning client communication for assigned accounts
 - o Grow to independently process, delegate, and/or handle client requests to resolution
- **Within 45 Days**
 - o Own weekly client meetings and status reporting for assigned accounts
 - o Showcase improvements in client communication efficiency and responsiveness
 - o Understand all products and services specific to our client base
 - o Speak confidently to project status and campaign performance without escalation
 - o As needed, be able to work comfortably on client accounts independently
- **Within 60 Days**
 - o Fully own the client experience for assigned accounts, end to end
 - o Translate client requests between clients and internal teams seamlessly
 - o Showcase measurable improvements in client satisfaction and retention
 - o Identify and surface account growth opportunities

Must Have

- Embodiment of our core values (see below)
- 5+ years of experience in a digital marketing agency (account management, project management, or client-facing role)
- Digital marketing experience – able to speak confidently to results (not just content marketing)
- Excellent communication skills – written and oral (will be directly communicating with clients)
- Highly organized self-starter with a track record of dependability and accountability
- Addicted to meeting deadlines – gets work done ahead of time
- People-person able to build strong relationships over Zoom
- Proactive Ownership: take initiative to identify problems, suggest improvements, and drive solutions without waiting for direction
- Adaptability: adjust to changing priorities and client needs with flexibility and resilience
- Attention to Detail: ensure accuracy and precision in communications, timelines, and reporting
- Problem-Solving: a cool, calm, and collected approach to challenges
- Experience working comfortably in a remote environment

Nice to Have

- 2+ years of experience working in ClickUp
- Website design, SEO, PPC branding, content writing, and/or graphic design experience
- Reporting/Google Analytics experience
- Digital advertising experience (Google Ads, Meta Ads)
- GoHighLevel or CRM experience

Our Core Values

- Integrity
- Excellence
- Customer Centered
- ROI for clients

Schedule

- Monday-Friday
- Regular working hours MST/EST (Ideally 8-5 MST)
- Part-time with option to expand to full-time as needed (no agencies)
- Fully Remote
- \$25-34 /hour

Applications

To apply, please fill out our application here: <https://mountaintopwebdesign.com/careers/application-account-manager/>