



Senior Account Coordinator

www.redstoneagency.ca

Redstone Agency is looking for a talented project coordinator with some event planning experience to join our team of event and association experts in a Senior Account Coordinator role.

Who we are:

Redstone is made up of dedicated, intelligent, and hard-working individuals. We are tech-savvy, digital-obsessed Millennials who are striving to make a positive IMPACT on the event and association industry. We believe in establishing and maintaining TRUST with our team members and clients. We strive to achieve 'the best possible', rejecting what is 'simply acceptable' in our mission to go the EXTRA MILE in everything we do.

At Redstone, we recognize that an organization's success is completely dependent on the PEOPLE within in; that's why we choose to only work with the very best.

What we do:

We are event and association management experts. Our mission is to drive growth in our clients' organizations and make a positive impact in the communities they serve.

We identify and address areas of untapped potential in operations and management practices. We develop strong partnerships and integrate seamlessly with our clients' teams to set the strategic direction of their organizations. We combine industry-leading methods and processes so our client organizations can thrive.

Redstone Life:

Our office is located in midtown Toronto. We're a boutique agency with a growing team, which means you will have a lot of responsibility, you'll be challenged daily, and you'll work side-by-side with the senior leadership as you learn and grow within our company. We're steps from some of Toronto's best fashion stores and restaurants but we also provide snacks daily. We have a progressive hours policy – you work when you are most productive and we understand the need to have a work-life blend, because we have that need too. We believe in professional development and attending industry events and we invest in our people and their education.

Who you are:

- You are aligned with Redstone's mission and our core values
- You have 3-5 years of relevant experience in project coordination, account management and or event planning (business events including meetings and conferences) OR you have 1-2 years of experience working at an Association Management Company (AMC)
- A university or college degree is required; a Business or Communications degree is an asset
- Agency experience is an asset
- You have the ability to juggle priorities and adapt in a busy changing office environment, managing multiple projects at once, and adhering to strict deadlines
- You have excellent people management skills and are able to assess complications and difficulties and swiftly deal with them to ensure client satisfaction
- You have strong interpersonal skills, integrity and professionalism
- You have the ability to work effectively in a team environment or independently
- You have excellent verbal and written communication skills, and pay strong attention to detail
- You are proficient with MS Word, Excel, PowerPoint and Outlook
- You have the ability to work outside of regular work hours as required (not frequently required)
- French is an asset but not a requirement

What you'll do:

Senior Account coordinators are responsible for:

- Customer satisfaction!
- Executing their assigned portfolio according to the project plan at a proficient level
- Working within budget and has the ability to flag financial concerns
- Communicating with account managers or directors on progress so they can effectively manage or supervise projects
- Supporting strategic planning and action items for their clients, as delegated

Client support & project management may include (but not limited to):

- Act as a point of contact for client needs, taking initiative in all cases
- Work closely with client teams and other contacts (internal and external)
- Board/committee meeting planning, minute taking and follow-up on actions items
- Manage or support various client projects including marketing and communications initiatives, membership registration drives and more; coordinating to ensure on-time and accurate delivery
- Coordinate development and design of printed materials with graphic design team
- Prepare and deliver weekly/monthly reporting to clients and management as needed
- Maintain up-to-date databases (sponsorship, attendee, membership, etc.)
- Coordinate marketing initiatives including but not limited to:
 - Website redevelopment initiatives; content management and content updates for website(s)
 - Social media strategies
 - Content creation and deployment for various channels including industry publications, social media, blogs, and more
- Some support in onsite event execution
- Completion of other tasks essential to the successful delivery of scope and/or at Managements' request

Application Instructions:

Please email your resume and cover letter to Ryenn Cadesky at hr@redstoneagency.ca with the role you are applying for in the subject line.

Due to the volume of applications, only successful applicants will be contacted with next steps.