

Client Case Studies Champion

Position Overview

The Client Case Studies Champion is a key interface with our client's account leadership and global brand. Working with Fortune-500 clients, this role is responsible for leading the development of case studies which showcase client capabilities and demonstrate tangible results of their work. Broad industry knowledge, previous related experience, senior level account management experience in a B2B environment and project management skills are a must for this role.

Primary Responsibilities

- Manages the creation of client's case studies, including facilitating interviews with client leads, managing review processes, and finalizing case studies for publication on internal communication channels, websites and social media
- Follows clients' established processes for creating a pipeline of ideas, prioritizing ideas, developing and maintaining stories
- Provides direction to writers to create compelling content
- Establishes and maintains up-to-date awareness and familiarity with clients' industries and market sectors
- Builds, maintains, and optimizes client relationships by anticipating needs and articulating and delivering best-in-class, innovative solutions
- Works with program lead to communicate project needs, new opportunities, client feedback and budget

Qualifications

Required:

- Relevant post-secondary education
- Significant senior level account management experience in a B2B environment
- Experience successfully leading a team of creative professionals
- Project management skills
- Experience creating communication solutions in large, complex organizations
- Proven self-starter with a strong hands-on orientation
- Proven ability to collaborate cross-functionally, diplomatically and professionally across all levels of complex organizations, both internally and externally
- Proficiency in the Office suite of programs
- Attention to detail (proofreading/editing)

Nice to have:

- Experience in the industrial and/or life sciences industries
- Experience with Microsoft Teams
- Experience working in a remote/dispersed team environment
- Adept at learning new software

This is a full-time contract role with the potential to transition into an employee role with benefits. To apply for this position submit a resume and cover letter—or to ask questions—please contact: careers@itfo.ca