

Account Manager Job Description

About Us

Dalton Maag is a typeface design studio, founded in 1991. We work with designers and branding specialists worldwide to help every client find their best typographic expression – from logotype refinement and font licensing, to the creation of custom font suites.

Our team spans eighteen nationalities and speaks thirteen languages; we bring our design and technical expertise to every project, regardless of scope or ambition. Notable custom font projects include Airbnb Cereal, BBC Reith, and Lush Handwritten.

Our own ever-growing font library spans over 1,300 fonts across more than 60 families, ranging from versatile sans and elegant script to classic serifs and fresh display fonts, expertly designed with extensive writing system and language support.

Job Summary

As an Account Manager at Dalton Maag, you will develop and maintain long-standing and mutually beneficial relationships with prospects, agencies and end-clients. Throughout every project lifecycle, you will expertly guide customers through Dalton Maag's service offering, and propose and deliver solutions which meet their needs exactly.

You will be integral at every stage of the project; from responding to new enquiries, providing quotes and compiling proposals, through project planning, scheduling, and on-going project management, and on to general account administration, such as CRM maintenance, invoicing and aftercare.

Across all of your work, you will consistently highlight Dalton Maag's distinctive value proposition in the market, and work closely with the marketing team and our Creative Directors to identify and develop new business opportunities, while continuing to maintain our wide-ranging international customer portfolio.

Required Skills and Experience

- The ability to manage multiple concurrent client projects, from initiation to after care
- Experience managing large account portfolios
- Drive to grow long-term relationships with both agencies and end-clients
- A proven track record in maintaining and exceeding sales targets, across new and existing business
- The ability to identify customer requirements, translate benefits, and convert opportunities across a large portfolio of varied clients
- Outstanding communication, facilitation, and negotiation skills
- Comfortable with public speaking
- A high level of commercial awareness
- Exceptional interpersonal and customer service skills
- Impeccable attention to detail and an extremely thorough approach to record keeping
- Excellent verbal and written English

Desired but not essential background

- Experience working in the creative industry
- Familiarity with competitive tendering
- Knowledge about technology and consumer trends
- Experience with creative software, e.g. Adobe InDesign

Location

London, or remote/flexible by arrangement.

Salary

From £44,000 to £51,000 per annum depending on experience.

Apply

CV and covering letter to: careers@daltonmaag.com

No agencies please.