

# Head of Account Management (12 month parental leave cover)

## About CAPITAL-e

CAPITAL-e provides creative marketing programs, events and experiences that help our customers build relationships with those who matter most. Our transparent and holistic approach focuses on establishing, nurturing and sustaining these relationships in a way that's authentic to our customer's brand. We work globally and locally for some of the world's coolest technology companies; behind them every step of the way to help put their brand and customers first.

## Position Purpose

We are seeking a Head of Account Management to cover a 12-month parental leave position. You will lead the Account Management function within our Acquisition team, overseeing client relationship strategies and ensuring effective account management.

## Key Responsibilities

As the Account Management Lead, you will play a pivotal role in shaping and executing our account management strategies in collaboration with the Director of Strategic Growth. Your primary focus will be to align these strategies with overarching business objectives to ensure project efficiency and profitability. This involves developing and implementing plans that drive growth, enhance retention, and optimize acquisition.

Leading and mentoring the account management team is a core responsibility, where you will foster a high-performance culture. You will also be responsible for continuously assessing and improving account management processes, establishing and tracking key performance indicators (KPIs), and identifying new business opportunities.



**Skill Set Required**

- Strong leadership skills and ability to handle complex tasks.
- Strategic, determined, and commercially minded approach.
- Strong understanding of event operations.
- Strong relationship management skills.
- Ability to build productive business relationships.
- Confidence to make decisions and find solutions.
- Exceptional written and verbal communication skills.
- Genuine attention to detail.

**Experience/Qualifications Required**

- Minimum 5 years' experience in a leadership role.
- Minimum 5 years' experience in account management with key accounts.
- Experience working within an Events and Marketing Company (agency preferred).
- Advanced use of Google Docs, Excel, and Word.
- A degree in Marketing, Events, or Communications is preferable.

**What We Offer**

- A 4-day work week with full pay, giving you a better life/work balance.
- The opportunity to work with world-class software clients.
- A commitment to the 1% Pledge, empowering our team to give back through volunteering.
- A culture built on exceptional people and meaningful connections.

At CAPITAL-e, we are committed to being an equal opportunities employer. We celebrate diversity and strive to create an inclusive workplace where everyone is valued, supported, and treated with fairness and respect. Join us and be part of a team that embraces different perspectives and fosters a culture of belonging.

If you're interested in this opportunity, please send your application, including your resume and a brief cover letter, to Jemma, People and Culture Manager, at [jemma@capital-e.com.au](mailto:jemma@capital-e.com.au)

If you have any questions or would like to discuss the role further, feel free to reach out. We look forward to hearing from you!

**Apply Now**