



FIREFLI

Account Manager

The Account Manager is the client's partner at Firefli. This role lives in relationships and strategy. You'll occasionally get into the details when the work calls for it, but your job is making sure clients feel heard, understood, and confident in what we're delivering for them.

You'll work across a portfolio of accounts at different engagement levels across a wide range of industries. If you genuinely like helping people and get curious about how different businesses operate, you'll shine here.

This is a full-time remote position with Eastern Time availability required.

How You Work

- You're energized by people, not worn down by them
- You ask good questions and actually listen to the answers
- You pick up new industries and workflows quickly and find it genuinely interesting
- You know when to handle something yourself and when to bring someone else in
- You can hold a strategic conversation with a client and a practical one with a developer on the same day
- You're comfortable with creative and digital workflows without needing to be the one building them
- You come to problems with ideas, not just observations
- You take your work more seriously than you take yourself
- You take feedback earnestly and use it to do better work

What You'll Do

- Drive client relationships across your portfolio and which accounts need proactive leadership and which simply need a steady, reliable partner
- Contribute to discovery and intake conversations to understand what clients need
- Translate client needs into clear, actionable direction before handing off to the internal team and Project Manager
- Handle briefs and strategic context for straightforward requests; bring in a strategist when the work calls for deeper expertise
- Know what's in scope and what isn't, and say something before it becomes a problem
- Be the day-to-day point of contact for clients; show up responsive, informed, and a step ahead



- Identify opportunities to grow accounts by connecting client needs to Firefli services and knowing when to loop in additional expertise
- Keep the internal team informed on account health and client sentiment so nothing comes as a surprise
- Pay attention to when engagements are winding down and start the conversation about what's next before the client does
- Partner with the internal team on handoffs so what you've aligned on with the client is clear enough to execute without you in the room
- Show up to client kickoffs and presentations where your presence adds value to the relationship
- Collaborate with the Project Manager to ensure scope is realistic and aligned with timelines and resources
- Stay current on our clients' industries and goals, and on where digital and creative work is heading, so your input is always relevant
- Bring ideas and thinking when something could work better, and understand that not everything is changeable

Qualifications and Requirements

- 3 to 5 years in account management, client services, or a similar client-facing role; agency or creative/technology background strongly preferred
- Comfortable leading client conversations and confident enough to own them
- Enough fluency in creative and digital workflows to speak credibly with both clients and internal teams
- Working knowledge of Monday.com and Google Workspace; Zendesk a plus
- Available during Eastern Time business hours
- Authorized to work lawfully in the United States

Benefits that Benefit You

- A culture that's optimistic, open, and real
- Comprehensive health, vision, and dental insurance
- Retirement plan with 3% match available after 90 days
- New Apple MacBook Pro with the latest software as well as the tools you need to be successful
- Unlimited paid time off (and the encouragement to use it)
- Annual continuing education fund
- Time and resources to pursue volunteer opportunities