



Vacancy Notice

Mid Account Manager / Video Producer

Job Position:

Mid Account Manager & Video Producer

Skill Level:

Mid

Remuneration:

25,000 - R30 000 negotiable

Appointment Duration:

Permanent - 3 Month Probation

Location:

Auckland Park, Johannesburg

About TQ Group:

Storytellers with a knack for Tech.

We are a visual communications agency specialising in tactical and innovative communication platforms and target-based content production. We use the mediums of video and animation to bring our stories to life and have a darn good time doing it!

Expectations:

As an Account Manager / Producer, you will be expected to provide relevant input and output towards building and implementing the organisational strategy (TQ Group) relating to content solutions and video production, to ensure long-term compatibility and competitive advantage within the product market segment.

This position is seen as a strategic appointment, positioning the organisation and its capabilities uppermost in the customers' mind. You will also be expected to provide guidance, direction and support to the entire TQ Group team allocated to customer accounts.

As a member of the Accounts Services team, you will be responsible for sourcing, understanding and executing client briefs. The role requires a high level of daily interaction with clients - both via email and in person. Your creativity and video production skills will be used when creating the brief but also when evaluating its outcome. Simultaneously, your account management skills will be needed for something as mundane as compiling weekly status reports.

Your proven experience in AV production and motion graphic studio outputs will be used to create detailed production briefs for the creative team that meets the client's requirements and that also fits within the budgets and timelines.

Ultimately your role is to successfully translate the clients' needs such that the creative team (of which you are a part!) can deliver the best work.

TQ Group is driven by entrepreneurs, forward thinkers and people who always have our company's growth top of mind.



Responsibilities:

- **Account Manager**

- Serve as primary customer contact.
- Interpret client brief and requirements and gather information from client to compile into a TQ Group brief.
- Oversee design standards and processes for the communication deliverables.
- Provide customer direction and counsel on communication applications.
- Through forward thinking, anticipate customer needs and present suitable solutions.
- Develop, implement and manage suitable workflow processes.
- Ensure that associates, consultants and service providers meet customer expectations.
- Work on special assignments/projects as assigned by the customer / company.
- Manage a process of continuous evaluation of content with a view to innovative improvement. It means looking at how we do our business currently and designing new ways of doing the same thing.
- Look for new innovative ways of sourcing content and even at how this content is displayed keeping in mind aspects of customer needs (consumer behaviour). Innovation is the key in this respect.
- Work in a team environment and share knowledge and resource to improve the overall input for the better of the company
- Ability to conceptualise solutions with strategic insight (idea generation)
- The ability to communicate on a strategic level and translate the requirements into workable solutions.
- Extensive problem-solving skills and patience
- Maintain a professional working relationship with superiors, subordinates and peers at all times on ethical, technical, interpersonal, and intellectual levels. Feedback will be provided as part of the performance appraisal process conducted from time to time.
- Maintain a professional working relationship with customers, suppliers and partners at all times on ethical, technical interpersonal and intellectual levels. Understand the external environment and act accordingly.
- While managing the stakeholder plan and relationships, opportunities must be exploited such that TQ Group can optimize the budget allocated within the context of the various stakeholders within the clients.
- Specific attention must be paid to exploit financial opportunities related to content production such that the TQ Group's business can grow within the existing client environment. Thus, efforts must be focussed on seeking additional revenue streams.
- Through the development of relationships with key stakeholders as well as the broader stakeholders that are not directly connected to the contracted business, seek opportunities to exploit such relationships with a view to entrenching TQ Group as a preferred partner.
- Manage process of continuous evaluation of content and the scheduling thereof with a view to innovative improvement. Includes verifying that brief instructions have been executed accurately.

- **Budget Management**

- Supply information for the financial pack to accompany the monthly invoice to the customer. Continuously reconcile the number of briefs invoiced with the number of briefs allowed for in the budget within your designated stakeholders' space



- Manage the costs related to all briefs that falls within your designated stakeholder's space
 - Prepare quotes and budget guidelines for work to be done which falls outside contract scope for retainer clients.
 - Prepare suitable budgets for tender responses by interpreting requirements and stipulations.
 - Prepare quotes for potential new clients and projects, based on project requirements.
 - Approve supplier invoices against the allocated budget.
 - Prepare tracking documents, which compares actual versus budget expenditure and monitoring over and under spend.
 - Make optimum use of the available budget allocation for content production.
- **Producer**
 - Must be involved in studio and location shoots. This involvement should be in a producer or director's role.
 - Have a very good understanding of the video production process, from start to final delivery
 - Work closely with creative directors, video crews, talent, presenters, designers and motion graphics designers, interpret client requirements and package requirements into a brief for creative team.
 - Have a clear understanding of the production process that goes into taking a brief from concept to screen, when tracked through a design studio
 - Must be able to pitch possible content via written documentation to the client
 - Must have the ability to take a video through to final delivery and all the stages in between, including pre-production, directing crew and talent on location as well as post-production
 - Continuously manage client expectation by updating and sending a production timeline per brief
 - Review script, treatment, and clip, ensure that all meet client requirements. Provides comments and/or approval to move on to next phase.
 - Obtain client approval throughout each stage of production.
 - Interpret client reverts on to an amendment for scriptwriter and/or designer and creative director.
 - Prepare the financial pack to accompany customer invoicing.
 - Manage the costs related to all briefs and to the allocated budget.
 - Understand that in this role, the producer could be involved in tasks as mundane as downloading footage from regional suppliers, through to shaping the creative outputs of all resources crafting the content.
 - Manage the evaluation of internal processes with a view to improvement

Requirements:

- Degree in Marketing, Communication or Filmmaking.
- Experience as a video content producer or senior production manager is key.
- Working with an animation studio is advantageous.
- A minimum 5 years' experience as an account manager in an agency or corporate environment.
- The ability to lead and motivate a team.
- A high level of proficiency in Microsoft Outlook, Excel, Word and PowerPoint.
- An extremely keen eye for detail - both in documentation and on-screen executions.
- Able to prioritise tasks and self-manage workload.



- Excellent people, communication, and presentation skills.
- Excellent administrative skills and the ability to work to company processes.
- A good understanding of financial project management, including cost estimates, budgeting, time allocation, billing processes.
- Own, reliable transport – regular client and external meetings, often on short notice.
- Knowledge of Chase would be advantageous.

Who you are:

- Someone who thrives on constant client interaction
- Someone who takes initiative and works on your own accord.
- A kind human being
- Positive personality
- Energetic, sincere, patient and adaptable
- Eager to learn every single day.
- Driven by an entrepreneurial spirit.
- Team centric
- Focused on detail.

Please send your CV to admin@tqgroup.co.za **and use: TQAMPROD23** in the subject line.