



ROLE: **Account Coordinator**  
REPORTS TO: VP, Strategy & Client Services  
SALARY RANGE: TBD

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### **TMD - STRATEGY. CREATIVE. PERFORMANCE.**

Connect brands with people. Change Lives. Bring brands to life... and life to brands.  
Ask the tough questions. Have the courage to challenge good-enough.  
Do what is right. Always.  
Lead with strategy. Be agile. Find solutions.  
Be great people. Be proud of what we do. Come together. Celebrate. Care for each other.  
Be the catalyst for what comes next.

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### **ABOUT THE JOB**

The **Account Coordinator** is responsible for coordinating the client relationship and communication from initial point of contact through to project completion. Throughout that process, the Account Coordinator initiates the work, facilitates reviews and approvals, engages subject matter experts and provide status updates.

### **WHO WE ARE LOOKING FOR**

- A collaborative partner
- You have a natural business acumen supported with relevant experience
- A desire to work in an agency environment with pace and energy is at your core
- Identifying, analyzing and solving problems gets you excited
- It is crucial to be able organize and to set priorities that align with project goals
- Being a great communicator and an even better listener is important
- You can self-direct in working with clients, vendors, teammates and partners



### **WHAT YOU WILL DO**

- Meeting/communicating with client to determine needs
- Facilitating reviews and approvals with client; channeling feedback to various departments at TMD
- Writing project and creative briefs and building workback schedules to ensure teams are on task
- Planning content calendars; content creation; copywriting
- Prepare and maintain reports, correspondence and other documentation that is necessary to carry out functions as requested by TMD Senior Leadership and any other stakeholders
- Manage schedule and oversee workflow, time tracking and reports on project timelines and budgets

### **THE EXPERIENCE AND EDUCATION WE ARE LOOKING FOR**

- 1+ years of marketing experience
- Must have an extremely high attention to detail
- Exceptional written and spoken communication skills with the ability to communicate to your team, leadership, and key stakeholders
- Experience balancing and managing tight project deadlines while maintaining positive working relationships with the client, internal stakeholders and team
- Understanding of analytics (compiling numbers and analyzing data) to create insightful and actionable recommendations to improve strategies
- Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization
- Excellent computer skills (particularly Excel, Word, Internet, and PowerPoint along with other design, project management and operations software as required)
- Strong organizational skills and the ability to complete assignments and meet deadlines
- Demonstrate a willingness to be flexible, versatile and/or adaptable in a changing work environment while maintaining effectiveness and efficiency



## ABOUT TMD

We've been around since 1995, connecting brands with people through strategic planning, engagements, design, and execution. We're more than your average marketing agency, we're a business partner who brings an integrated brand, marketing and communications approach to every partnership that we establish.

Our team comes from diverse backgrounds, with a unique blend of skillsets providing our clients with best-in-class expertise and service. With a newly renovated, open concept office located in downtown London, our team has ample workspace and collaborative meeting areas to bring ideas to life, meet with clients and socialize with each other (because it's all about balance).

We share a rich culture of personal, professional and community growth, as well as enjoying great benefits and flexible work opportunities to support a healthy and happy work environment.

## OUR VALUES

### Listen

We believe everyone's opinion matters and has value. It's critical that we hear all challenges and consider all opinions so we can be partners in solving them.

### Think

We always take the time to understand, research, ideate and plan so we can create unique, effective solutions that drive results.

### Challenge

Our 10th Voice Principle ensures we ask the hard questions and dig into 'the why' without reprimand, prejudice or bias.

### Deliver

We do what we say we're going to do. And we expect you to hold us accountable because we'll do the same for you.

### Perform

Results don't happen by chance. They are earned, measured, and should be pursued deliberately and with purpose. We facilitate growth in our people, clients, and communities – performance will deliver growth.

## HOW TO APPLY

Please forward responses to [careers@tmd.ca](mailto:careers@tmd.ca)

Thank you in advance for your application.

Only those being considered will receive a response.