

# Account Coordinator, Strategy & Client Service

LONDON, ONTARIO • IN OFFICE

REPORTS TO: VP, STRATEGY & CLIENT SERVICE

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Most agencies hand a client a deck and call it strategy. **We don't.**

We wrestle a problem to the ground, fight for clarity, and unleash brands on the market. We're looking for someone to enable that charge - a burgeoning strategist and client partner who helps turn business problems into clear plans, and clear plans into momentum.

## THE ROLE

You're the connective tissue between the client and the work. The person who picks up the baton and carries it through every review, every approval, every handoff - all the way to completion.

You keep things moving. Briefing the right experts, tracking what's in flight, flagging what's stuck. Clients feel looked after. Teams know where things stand.

## WHAT YOU'LL DO

**Be the bridge between client and team.** Show up to every meeting prepared and curious. Capture what the client and the team need and translate it into clear direction.

**Keep the work moving.** Write sharp briefs. Build workback schedules. Own the timeline from kickoff to delivery and flag issues before they become problems.

**Drive reviews and keep feedback flowing.** Facilitate approvals with clients and route feedback to the right departments with speed and clarity.

**Plan the content, then make it happen.** Contribute to content planning and creation. Bring the same attention to a caption as you do to a campaign.

**Keep leadership informed.** Prepare and maintain reports, documentation, and correspondence.

## WHO YOU ARE

- You're ready to learn.
- You're a natural collaborator.
- Agency pace doesn't stress you out, it energizes you.
- You don't just flag a problem. You dig into it, figure it out, and move forward.
- You can juggle competing priorities without dropping the ball.
- You listen as well as you communicate.

## WHAT YOU BRING

- 1+ years of marketing experience
- Exceptional attention to detail and written/verbal communication skills
- Able to manage tight deadlines while maintaining positive relationships
- An ear to the ground for cross-channel marketing trends and emerging tools
- Highly organized

## WHY TMD

We're a fiercely independent agency. Problem solvers! Storytellers! Growth drivers! A cohort of change makers who cultivate creative brilliance and don't quit until we've wrestled a problem to the ground.

## WHAT WE HOLD OURSELVES TO

*Ask the tough questions. Have the courage to challenge good-enough. Do what's 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.*

We plug in fast and scale even faster. We work as an extension of our clients' teams — standing with them, beside them, ready for whatever comes next.

## WHAT YOU'LL GET

- Competitive salary and benefits.
- Real room to grow, with the senior team invested in getting you there.
- A team that takes the work seriously and takes itself a little less so.
- A front-row seat in a brand transformation already in motion.

## Sound like you?

This isn't a seat-filler. It's a seat at the centre of how brands get unleashed. If that's the work you want, we want to hear from you.

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

The Marketing Dept. is an equal opportunity employer committed to a diverse and inclusive workplace. We welcome applications from everyone and will gladly accommodate any needs through the hiring process, just let us know.

Thank you in advance for your application. Only those being considered will receive a response.