



Kōan careers: Account manager

Role description

Account manager

Kōan, based in Amsterdam, is a respected boutique sustainability reporting agency known for its high standards, award-winning publications and advisory services that consistently set the industry standard for excellence.

As we expand, we're looking for an account manager who will support the delivery of client projects on time and within budget, as well as managing all relevant stakeholders. We need someone with a passion for sustainability, demonstrated project management skills and a clear grasp of corporate reporting and agency environment.

Key responsibilities include:

Client management

- Live and breathe the client's sector, business, business model and strategy
- Build and maintain strong relationships with clients. You will manage many aspects of their account day to day, creating trust and going beyond expectations wherever possible
- Prepare project documentation for clients, including project briefings, editorial plans, concept designs, meeting notes, agendas and highlight reports
- Manage relevant stakeholders and tasks on any given project. This can range from your own colleagues, providing input and technical expertise through to external suppliers and freelancers

Project management

- Prepare detailed project plans, using project management software
- Manage each stage of the project, interacting with clients, internal teams and external service providers to ensure effective and timely delivery of work
- Contribute to capacity (planning) of the company to deliver on internal and client projects
- Perform diligent quality checks to ensure all deliverables align with client guidelines and/or feedback

Communication

- Maintain clear, open and honest communication with clients, colleagues and external service providers
- Empathetic to clients' needs and expectations and confident in presenting ideas, solutions and suggestions, as well as a willingness to challenge clients where necessary

Requirements

- Minimum 2 years of relevant experience at either an agency or a corporation
- A strong understanding of general project management principles
- Exceptional ability to summarise and communicate in a clear and understandable manner with an exceptional awareness of the English language, both written and oral
- Comfortable using collaboration tools like Microsoft Teams and Google Workspace, and ideally familiar with a project management software (ClickUp, Asana, or similar)
- You will be working to tight deadlines and under pressure at times – you should be comfortable with this, and be positive and solutions-focused