ACCOUNT EXECUTIVE

Job Ref. No: #JDMPR1401

2024 - 2025

- **Company Name** : Moris Media LLC
- **Designation** : Account Executive
- **Job Type** : Full Time
- **Industry** : Media & Marketing Industry
- **Department** : Sales & Marketing Department
- **Work Model** : Remote
- **Salary** : Negotiable Salary

www.morismedia.com

About morismedia

Moris Media is a professionally managed public relations, digital marketing and reputation-management organisation with 12+ years of industry experience, recognised as one of the world's leading PR and digital marketing boutique agencies, working across 40+ countries.

Job Summary

Moris Media is currently hiring for an **Account Executive** in Malaysia. This job may require you to build and nurture relationships with our valued clients, ensuring their satisfaction and continued partnership. As an Account Executive, you will serve as the primary point of contact for a portfolio of clients, managing their accounts and addressing their needs.

In this role, you will proactively engage with clients, understanding their evolving goals and objectives. You will develop and execute strategic account plans to maximize client satisfaction and retention. You will be responsible for identifying upselling and cross-selling opportunities, collaborating with internal teams to deliver tailored solutions that meet client requirements. As a trusted advisor, you will provide ongoing support, addressing any concerns or inquiries promptly and professionally. You will monitor account performance, analyzing data and providing insights to optimize client outcomes.

The ideal candidate will be a customer-focused professional with excellent communication and relationship-building skills. If you are a results-oriented individual with a passion for fostering strong client partnerships, we encourage you to apply for the Account Executive position at Moris Media.

Primary Responsibilities

- **Relationship Management:** Build and maintain strong, long-lasting relationships with assigned clients, acting as their main point of contact at Moris Media.
- **Client Needs Analysis:** Proactively engage with clients to understand their evolving business needs, goals, and challenges.
- **Strategic Account Planning:** Develop and implement comprehensive account plans to ensure client satisfaction, retention, and growth.
- **Solution Consulting:** Identify opportunities to provide additional value to clients through upselling or cross-selling relevant Moris Media products and services.
- **Internal Collaboration:** Work closely with internal teams (e.g., sales, marketing, product) to ensure seamless delivery of solutions and support to clients.
- **Communication:** Maintain regular and effective communication with clients through meetings, calls, emails, and reports.
- **Issue Resolution:** Proactively address and resolve client concerns, complaints, or issues in a timely and professional manner.
- **Performance Tracking:** Monitor account performance against key metrics and targets, analyzing data to identify areas for improvement.
- **Reporting:** Prepare and present regular reports on account status, performance, and progress toward goals.
- **Client Advocacy:** Act as a strong advocate for clients within Moris Media, ensuring their needs are understood and met.
- **Contract Management:** Oversee contract renewals and negotiations, ensuring terms are favorable for both

the client and Moris Media.

- **Industry Knowledge:** Stay up-to-date on industry trends, competitor activities, and relevant market developments to provide informed guidance to clients.
- **Value Delivery:** Continuously seek ways to add value to the client relationship, exceeding expectations whenever possible.
- **Revenue Growth:** Drive revenue growth through effective account management, upselling, and cross-selling initiatives.
- **Customer Satisfaction:** Prioritize customer satisfaction as a key performance indicator, ensuring that clients have a positive experience with Moris Media.

Required Skills

- **Confident Communication:** Excellent verbal and written communication skills, with the ability to articulate ideas clearly and persuasively.
- **Relationship Building:** Strong interpersonal skills, including the ability to build rapport, establish trust, and maintain positive relationships with clients.
- **Strategic Thinking:** Ability to think strategically about client needs and develop account plans that align with both client goals and company objectives.
- **Negotiation Skills:** Strong negotiation abilities to secure favorable terms for both the client and Moris Media.
- **Presentation Skills:** Experience delivering engaging presentations to clients, showcasing the value of Moris Media's products and services.
- **Problem-Solving:** Proactive problem-solving skills to identify and address client issues efficiently.
- **Data Analysis:** Ability to analyze account data, identify trends, and make data-driven decisions to optimize client outcomes.
- **Time Management:** Effective time management skills to juggle multiple client accounts and priorities.
- **Initiative:** Self-motivated and proactive approach to identifying opportunities and exceeding client expectations.
- **Outspokenness:** Willingness to speak up and advocate for clients' needs, ensuring their voice is heard within the company.

Experience:

- **Account Management:** 1-5 years of experience in account management, client services, or a similar role.
- **Sales Experience:** Experience in a sales-related role is a plus.
- **Industry Knowledge:** Familiarity with the media industry or a related field is preferred.

Additional Requirements:

- **Willingness to Travel:** Openness and flexibility to travel as needed to meet with clients and attend industry events.
- **Technical Proficiency:** Proficiency with CRM software and other relevant tools for account management.

Qualifications & Experience

- **Education:** Bachelor's degree in Business, Marketing, Communications, or a related field preferred. Equivalent work experience may be considered.
- **Technical Proficiency:** Strong computer skills, including proficiency with CRM software, Microsoft Office Suite, and virtual meeting platforms.

Technical Requirements:

To effectively perform in this role, the following technical equipment is required:

- **High-Performance Laptop or Desktop:** A computer with sufficient processing power and memory to handle multitasking and resource-intensive applications.
- **High-Speed Broadband Internet Connection:** A reliable internet connection is essential for virtual meetings, accessing cloud-based resources, and collaborating with the team.
- **Dedicated Workspace:** A quiet, distraction-free workspace, whether physical or virtual, to ensure focus and productivity.

Additional Requirements:

- **Open to Travel:** Willingness and ability to travel within the Malaysia region and potentially beyond for client meetings and industry events.

Salary and Benefits:

We offer a competitive salary and benefits package commensurate with experience and qualifications. The specific salary range will be discussed during the interview process.

Application Process:

If you meet the above qualifications and are excited about the opportunity to build strong client relationships and drive business growth, we encourage you to apply by clicking the button below.

Apply Only Through the Official Job Page

Candidates must review the complete job description, eligibility requirements, work model, location and experience expectations before submitting accurate and updated information through the official application form.

Submitting an application does not guarantee shortlisting, an interview or employment. Moris Media does not request registration charges, security deposits, training fees or candidate payments through its official recruitment process.

APPLY ONLINE HERE

Career Opportunities Across Borders

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