



## **POSITION DESCRIPTION**

### **ACCOUNT COORDINATOR**

#### **About Wellmark**

Wellmark is an independent, Melbourne-based creative agency specialising in healthcare communications. Our clients include Australian divisions of major international pharmaceutical companies, national and state-based healthcare providers, as well as major corporate entities and B2B companies involved in the delivery of healthcare services or products. Using an integrated marketing communications approach, our focus is on the delivery of strategy-led, multi-channel campaigns that work together to build brands. As such, we do not work on isolated tactics nor do we exhibit channel bias. Our work spans the entire spectrum of healthcare communications, from medical education of healthcare professionals through to health consumer marketing. To see some of our latest work, please visit [wellmark.com.au](http://wellmark.com.au).

#### **The position**

As an account coordinator, your primary role will be to support and assist Wellmark's account service team to administer accounts. Reporting to the Director of Strategy and Planning and with guidance from senior team members, you will be responsible for coordinating a variety of administrative tasks essential to project management, thereby helping Wellmark to deliver projects on time, on budget and 'on brand'.

# Key tasks and responsibilities

## EXTERNAL

Under direction of, and with regular feedback from the Director of Strategy and Planning:

- Receiving briefs and preparing responses, including:
  - Helping to interpret the brief and contextualise the client's needs
  - Helping to formulate effective and efficient ways of meeting these needs (with guidance from senior team members)
  - Helping to identify appropriate production, media and event solutions and liaising with third party providers to coordinate cost estimates and delivery timelines
  - Writing up reports or email communiques that summarise our recommendations, along with related costs and timelines
- Managing the delivery of projects (*ad hoc* or ongoing) to meet client satisfaction, including:
  - Attending client meetings and contributing to taking and analysing client briefs
  - Attending to account-related administration, e.g. preparing estimates and timelines for projects, data entry, inbound and outbound calls, sourcing suppliers, monitoring inventory and stock levels, coordinating postage, completing client reports
  - Helping to find new and different ways to deliver superior client service
  - Communicating competently and professionally with clients, customers, and advisers of clients (e.g. other agencies, consultants) when required
  - Meeting client procurement and billing policies.

## **INTERNAL**

Under direction of, and with regular feedback from the Director of Strategy and Planning:

- Working within internal budgets and timelines for projects
- Supporting the rest of the creative team, including:
  - Communicating competently and professionally with colleagues
  - Contributing to internal meetings, analysing marketing issues and 'brainstorming' strategic and creative solutions
  - Working with the team to devise concepts and formats for effective, relevant and innovative strategic communication executions
  - Facilitating streamlined production by sourcing third-party suppliers and costs, and undertaking other production management tasks
  - Responding to inbound phone queries, taking messages, directing calls to appropriate team members
- Following the firm's basic disciplines in time recording, client management, filing and other administrative processes, including
  - Keeping complete account of time spent on chargeable and non-chargeable work
  - Adhering to and contributing to the improvement of Wellmark's procedures and policies.

## **Our requirements**

### **EXPERIENCE AND EDUCATION**

Tertiary-level degree, e.g. Bachelor of Arts or Communications (ideally with completion of media, marketing or communications subjects) and a minimum of 12 months' agency experience. Experience in a client-facing,

customer service role is highly regarded; may include part-time jobs held while studying.

## **PROFESSIONAL COMPETENCIES**

The successful candidate will be able to clearly demonstrate:

- Excellent organisational skills and attention to detail
- An analytical mind capable of exercising sound judgement and finding creative or practical solutions to everyday challenges
- Ability to work autonomously and in a team environment
- Strong verbal communication and interpersonal skills as appropriate to a professional client service environment
- A desire to flex their creative muscle when the opportunity presents
- A working understanding of Mac and Windows environments and a proficiency in MS Office software

## **BEHAVIOURAL/PERSONAL COMPETENCIES**

- Has presence
- Displays initiative
- Is a team player with a desire to learn from others and a strong work ethic, with a willingness to roll up their sleeves and do what's necessary to make things happen for the client
- Personal style suited to a customer service environment (and delivery thereof)
- Is confident, energetic and enthusiastic
- Displays calm and resilience in steep learning and high-pressure environments

## Interests/orientation/professional development

- This is a role in which you will be expected to wear multiple hats and in doing so, gain valuable insight and experience into what it takes to build brands across a range of industries and communications channels, using an IMC approach
- The ideal candidate will be naturally creative, curious about everything, and eager to please. Customer service will come naturally to you
- Future potential roles within the company that an Account Coordinator may work towards include Account Manager, Account Director, Group Account Director.

## Location, hours and travel

- Melbourne-based office
- Occasional interstate travel (usually to the eastern seaboard; typically depart/return same day)
- Standard hours Monday to Friday, 8.30 am–5.30 pm
- Overtime is never onerous and reimbursed as time-in-lieu.

## Our values

The successful candidate will embody the Wellmark values. We are:

### **Accomplished, clever and informed**

We excel at distilling complex information into truly effective communications. We are both creative and technically minded, and we relish the challenges posed by strategic design and brand building. We are thought leaders committed to breaking new ground and to exceeding expectations.

## **Savvy**

We live by our professional approach, our sharp focus on our clients' needs and our deep understanding of commercial objectives and priorities. Our ability to execute creative solutions that genuinely support our clients' commercial and strategic imperatives is what sets us apart from our rivals.

## **Trusted**

In our dealings with each other, our clients and our suppliers, we act with honesty, integrity and respect. By building trust, we enable our clients to tread boldly and bravely. Our most exciting work happens when we bring people together and take them on the journey with us.

## **Inclusive**

We work in partnership with each other, our clients and our suppliers. We value the diversity of skills and perspectives in our team and yours. For us, the flow of our work is all-important, so we tolerate no boundaries. We enjoy the company of others, we respect everyone's contributions, we get on; we connect.

## **Spirited**

We enjoy what we do and it shows. We want our clients to not only value the excellent results they receive from us but to enjoy the experience of working with us.

## **Further information**

Please contact:

**Dr Candice O'Sullivan, Director of Strategy & Planning**

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