

INDUSTRY

Job Title: Account Director

Job Level: Senior/Director Level

Job Functions: Client Relations, Account and Project Management, Business Development, Strategy, Creative Collaboration

Description:

The Account Director at INDUSTRY partners with clients and internal creative teams to drive INDUSTRY's premium work while identifying opportunities to grow and expand client relationships. The Account Director leads complex programs, collaborating closely with internal and external client teams to deliver high quality work. Beyond managing the day to day execution, the Account Director serves as a strategic advisor. They guide conversations, present concepts with confidence, advocate for strong strategic and creative thinking. They bring a sales-oriented lens to account leadership, recognizing opportunities and helping convert them into meaningful engagements that align with client goals and INDUSTRY's expertise. They act as a strong client advocate interpreting needs, driving momentum internally and externally, and contributing to long-term partnership, account growth, and commercial success.

This is an exempt position and is full-time and based in Portland, Oregon. As of 2026, the Account Director will report directly to the Executive Director while working collaboratively with all teams.

Responsibilities:

- Constantly maintains client relationships - proactively and self-motivated in growing existing and new business opportunities
- Innately understands and can articulate INDUSTRY's offerings and expertise
- Knows both the client's culture and INDUSTRY's culture - understanding business needs and internal organizational context
- Manages relationships, actively seeking to build a rapport with client's team
- Great people skills - social, open, confident, trustworthy, and approachable
- Manages daily activities of a project, requiring proactive communication with the internal project team and the client
- Works with other members of the account team to deliver on the overall vision for a project
- Determines the best way to visually articulate project milestone/status tracker, and works with account team to continuously monitor progress and deliverable timelines
- Identifies impediments or challenges and proactively works to resolve them
- Writes proposals and co-presents INDUSTRY's creative approach alongside INDUSTRY team members
- Defines resources (both internal design team and external subcontractors), sets budgets, and identifies and solves potential roadblocks
- Provides context of client roles and histories to internal creative team, enabling creative team to know all available context of client
- Synthesizes feedback/input from client/team and condenses into actionable next steps
- Documents and shares information with both internal creative and external client teams
- Leads meetings and sets expectations before meetings and follow-up action items
- Collectively with the INDUSTRY team, helps identify and organize PR opportunities for INDUSTRY's project work, and helps collect needed internal information for PR submissions.
- Anticipates client needs, acts as a listening ear to the client, asks insightful questions and engages on all topics, regardless of INDUSTRY's project opportunities

INDUSTRY

Requirements:

- Must have an entrepreneurial spirit and strategic intellect.
- Bachelors degree or equivalent industry experience.
- 6+ years of account management experience, preferably within the design industry on the agency side.
- Demonstrated ability to manage projects and to make decisions with minimal guidelines and oversight. Must be able to establish timelines and agendas, actively and accurately monitor progress to plan, drive corrective action meetings, and meet deliverable, budget, and deadline targets.
- Very strong organizational skills and the ability to effectively manage multiple conflicting priorities in a rapidly changing environment.
- Strong communication skills (speaking, listening, and writing) and the ability to make both formal and informal presentations to groups of varying sizes.
- Communication confidence, with the ability to lead conversations and have difficult discussions with both design and client teams. Understands what conversations should be done in person, face-to-face, or via email.
- Strong team building skills and the ability to provide meaningful and effective feedback and guidance to a variety of creative professionals.
- Proficiency in Microsoft office suite (Word, Powerpoint primarily) as well as Keynote and Adobe Illustrator. Must be familiar with file sharing protocols such as FTP, Dropbox, etc.
- This position requires occasional domestic and international travel. Depending on projects and roles, travel may be more frequent and longer in duration.