



Digital Account Manager

- Full-time Employment
- 100% Remote, Philippines
- Flexible - AU Time core

Client Profile

We are a creative-growth agency bringing together two important worlds: Creativity & Performance Growth. We are a group of stars that design the future and fuel brand growth, using the power of creativity and insights. We're known as the 'modern-day architects'.

We are creating a universe where insights support imagination. We work with partners across brand strategy, creative strategy, analytics & insights, SEO, CRO, social media marketing, paid media & email marketing.

The Role

You will act as the primary liaison for our clients – managing their expectations, providing strategic guidance, and ensuring our agency delivers on its promises. You will coordinate internal teams to make sure projects are completed on time, within budget, and aligned with each client's objectives. This position serves as a central force in driving client success and agency growth, overseeing end-to-end digital projects so that campaigns run smoothly, achieve results, and align precisely with client business goals.

Flexible working hours, reports directly to the Managing Director and collaborates with cross-functional teams, including creative, strategy, and development. While much of the work is asynchronous, real-time collaboration is expected across global time zones. We value autonomy, accountability, and transparent communication.

The Responsibilities:

- Client Relationship Management: Establish and maintain long-term relationships with clients. Act as the primary contact, managing expectations and delivering on commitments.
- Project Planning & Execution: Oversee digital marketing projects from scoping and strategy through execution and delivery.

- Strategic Digital Marketing: Develop strategies aligned with client business objectives and provide recommendations to improve performance.
- Performance Monitoring & Reporting: Track KPIs, analyse campaign performance, and report insights to clients.
- Cross-Functional Team Coordination: Work with internal creative, content, development, and marketing teams to ensure cohesive project execution.
- Issue Resolution: Address roadblocks and concerns proactively, maintaining transparency and client trust.
- Business Development Support: Identify upsell opportunities and support proposal development for account growth.
- Continuous Improvement & Innovation: Stay updated on trends and suggest innovations that drive greater ROI.

You Must Have:

- At least 5+ years of digital marketing account or project management experience, ideally in an agency.
- Bachelor's degree in Marketing, Business, Communications, or relevant work experience.
- Strong understanding of SEO, SEM, content, social, and email marketing.
- Analytical skills with proficiency in tools like Google Analytics.
- Excellent written and verbal communication skills.
- Strong project management and organisational abilities.
- Effective in team collaboration and independent work.
- Proven success in a remote work environment.
- Adaptable and quick to learn new tools or processes.

Nice-to-Have:

- Experience with advanced project management tools
- Background in SaaS, e-commerce, or niche B2B/B2C industries.
- Certifications in Google Ads, Analytics, or Digital Marketing.
- Basic understanding of HTML/CSS and CMS platforms like WordPress.
- Experience with video content in marketing campaigns.
- Tech Used:
 - ☐ Project Management: ClickUp, monday.com, Asana, Jira, Trello.
 - ☐ Communication: Slack, Zoom, Google Workspace.
 - ☐ Analytics & Reporting: Google Analytics, Looker Studio, Excel/Sheets, Google Ads, SEO tools like SEMrush.



Why join us?

- Formal employment setup
- Promotion to a regular employee
- HMO + Group Life Insurance, and
- 18 days annual leave credits upon regularisation