

Account Supervisor/ Senior Account Supervisor – Southern California

About Katz & Associates:

K&A is a nationally recognized, employee-owned communication consulting firm specializing in strategic communications, stakeholder outreach, public involvement programs and public affairs, for public and private sector clients.

From water and public utilities, to energy, transportation, environmental sustainability to real estate development, and civic issues, we maintain a commitment to providing communication programs for important community issues. We help our clients communicate effectively about things that matter.

With locations in San Francisco, Los Angeles and headquarters in San Diego, our team of 35+ professionals serve clients nationwide with a strong focus in California. We offer competitive compensation and benefits including health, dental, vision and life insurance.

Some additional employee benefits include:

- Company culture that focuses on employee engagement as well as a strong emphasis on employee professional development with each employee receiving an annual budget for education
- Robust Employee Stock Ownership Plan that provides an opportunity for employees to participate and become firm owners
- Flexible schedule with a focus on work/life balance, and work from home arrangements
- Opportunities for growth/commitment to employees through mentor programs and in-house education

Summary:

We are looking for a bright, motivated individual to help our clients create and implement effective communications and outreach programs as a full-time Account Supervisor or Senior Account Supervisor in the Southern California region. This Account Supervisor will support 4-6 clients, including water districts and other municipal agencies, and will serve as project manager. Candidates should have the skills to handle multiple tasks and fast-paced projects; interact with clients on a strategic level; maintain contact with senior level government, media, and industry officials; prioritize effectively, show initiative, and work well on project teams and with different senior project managers. The successful candidate will demonstrate ability to think critically and creatively while delivering excellent client service. Position ideal for someone with strong interest in public affairs.

This position will be remote until such time that the COVID-19 pandemic allows for safe in-person and office-setting interaction, after which residence in Southern California will be necessary. The position can map to K&A's Los Angeles or San Diego office.

Key Responsibilities:

- Serve as project strategist or project manager on assigned client accounts
- Interact with clients on a strategic level; manage implementation of deliverables as needed
- Provide day-to-day supervision, motivation and mentoring of staff. May have assigned direct reports
- Identify and direct opportunities to expand client base, including regular networking
- Evaluate potential new business opportunities and make recommendations to senior management
- Serve as proposal manager and participate in new business presentations
- Regularly identify new opportunities for client initiatives without supervision
- Maintain contacts with senior level government, media, and industry officials
- Participate in community and/or trade organizations
- Represent firm at industry conferences/events
- Fulfill firm responsibilities as assigned; including supporting our professional development, marketing, and corporate culture programs
- Manage budget and scope for assigned client accounts, and oversee contract compliance and invoicing
- Identify and direct initiatives that support firm's profitability and future market share
- Plan in-person and virtual special events and public meetings
- Conduct media relations and maintain current relationships with relevant news media
- Develop internal/external communication materials, including talking points/speeches, press releases, presentations
- Manage production of collateral materials, including graphic layout and printing with internal creative team and vendors
- Manage social media programs for clients as needed and maintain strong familiarity with the latest social media tools and tactics; online engagement is a plus
- Oversee research on behalf of clients, including focus groups on online surveys
- Other duties as assigned

Experience/Education:

- Minimum 6-8 years related experience
- Master's degree in related area a plus, Bachelor's degree required
- Public relations agency, media or government agency experience required
- Experience working in the media industry is a plus
- Stakeholder engagement experience is a plus
- Bilingual in Spanish (reading, writing, translation) is a plus

Skills and Knowledge:

- Client services and client relations; demonstrating diplomacy and tact

- Exceptional communication skills with the aptitude to understand complex concepts and deliver them to broad audiences
- Facilitation a plus
- Presentation skills
- Strong familiarity with local political issues/government operations
- Project management; ability to handle multiple tasks and time-management while also managing a team
- Mastery of proposal and budget development and management
- Mastery of all writing forms, including media communications, collateral materials and proposals
- Familiarity with public opinion research concepts
- Familiarity with video production processes, infographics, web content, and social media
- Principles of supervision; mentorship and leadership
- Ability to delegate effectively
- Familiarity with day-to-day and long-term business operation of firm
- Problem analysis/solving
- Strategic planning
- Resourcefulness and initiative
- Creativity
- Commitment to teamwork
- Familiarity with AP Style and standard rules of grammar
- Proficiency in Microsoft Office with familiarity of AP Style and standard rules of grammar
- Competency in Adobe Suite

Other Requirements:

- This salaried position requires 40 hours per week, Monday through Friday, assistance at occasional weekend or evening events may be needed
- Possess valid driver's license, car, registration and insurance
- Some travel may be required

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing duties of this job, the employee is regularly required to use hands, finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand, walk, sit and stoop, kneel, crouch or crawl. The employee is occasionally required to climb or balance, and taste or smell. The employee must regularly lift and/or move up to 10 pounds frequently lift and/or move up to 25 pounds, and occasionally lift/and or move up to 30 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

To Apply:

All interested candidates should send their resume and cover letter to careers@katzandassociates.com for consideration. Cover letter should indicate experience and interest in public involvement and outreach programs as well as salary requirements.

All qualified applicants will receive consideration for employment without regard to race, color, national origin, ancestry, sexual orientation, political affiliation or beliefs, sex, age, physical handicap, medical condition, marital status or pregnancy (as those terms are defined by the California Fair Employment and Housing Act -- Government Code Section 12900-12996), except where such discrimination is based on a bona fide occupational qualification.