

JOB POSTING

Account Manager - Regional Events

DEPARTMENT

Regional Production & Rentals

REPORTS TO

Director, Regional Events

OVERALL RESPONSIBILITY

Act as the primary liaison for new event production and rental inquiries, guiding clients from the initial quote to final execution. You will be responsible for assessing client needs, conducting site inspections, and managing the workflow to ensure a seamless delivery and strong post-event relationship.

The Regional Events Account Manager is responsible for developing and managing client relationships, generating profitable sales, and guiding regional events from the initial inquiry through post-event follow-up. This role serves as the primary point of contact for assigned accounts and ensures each event is accurately scoped, quoted, communicated, and handed off to the Operations Team for successful execution.

This position combines sales, account management, event planning, and internal coordination. The Account Manager works with clients to understand their objectives, recommends appropriate audio, video, lighting, staging, labour, and related event solutions, and prepares complete and accurate quotes in Flex. They maintain ownership of the client experience while working closely with Production Managers, Department Heads, Staffing, Warehouse, and Finance to deliver events that meet Soundbox standards and financial expectations.

PRIMARY AREAS OF RESPONSIBILITY

ACCOUNT MANAGEMENT & CLIENT RELATIONS

- **Cultivate Relationships:** Actively build and maintain strong relationships with existing and prospective clients through regular communication, appreciation gestures, and occasional lunch meetings (budget approved by Management).
- **Responsiveness:** Adhere to a 24-hour response policy for all client phone calls and emails.
- **Consultative Sales:** Gather detailed client feedback to identify service gaps and opportunities for improvement. Identify the best technical solutions for clients, offering options that balance budget with impact.
- **On-Site Presence:** Conduct site visits and attend events when necessary to gather intelligence, support the client, and ensure Soundbox quality standards are met.
- **Post-Event Follow-up:** Execute a strict post-show protocol, including sending 'Thank You' cards, gathering feedback, and documenting lessons learned in the internal review system.

Account Manager - Regional Events

TECHNICAL QUOTING & PROJECT DESIGN

- Comprehensive Site Surveys: Conduct thorough site inspections to determine logistical viability, including:
 - Loading access (dock plates, parking, truck pathing).
 - Venue specifications (ceiling height, rigging points, haze allowance/smoke alarms).
 - Power requirements and tie-in locations.
 - Crew logistics (meal provisions, hotel requirements, elevator/door dimensions).
- Accurate Quoting: Create detailed quotes and job files that include accurate timelines (Load-in, Sound Check, Doors, Show, Strike) and technical riders.
 - Documentation: Maintain precise records in Flex and Google Calendar. This includes:
 - Marking jobs as 'Tentative' or 'Confirmed' in real-time.
 - Uploading scopes of work, stage plots, input lists, and floor plans.
- Assigning colour codes and detailed notes to calendar entries.
- Contract Management: Secure signed contracts and deposits (if applicable) prior to the event. Confirm billing terms (COD, Net 30) and ensure client contact info is up to date.

OPERATIONAL COORDINATION

- Internal Handoffs: Lead the transition from sales to operations. Meet with the Operations team to discuss event nuances, specific gear requirements, and cross-rental needs.
- Production Management: Work with Operations to assign Project Managers (PMs) and crew. Ensure the client is introduced to the on-site Soundbox staff.
- Inventory Integrity: Confirm gear lists are up-to-date in Flex and coordinate any necessary operational tasks (e.g., equipment pickups, laptop pre-loads).
- Collaboration: Attend weekly management meetings to align on upcoming workload and resource allocation.

KEY PERFORMANCE INDICATORS (KPIs)

- Assigned sales and gross-profit targets are achieved or exceeded.
- Quotes are complete, accurate, profitable, and delivered within agreed timelines.
- Clients receive timely communication and consistently positive service.
- Job information is complete and handed off to Operations early enough for effective planning.
- Repeat business, account retention, referrals, and share of client spending grow over time.
- Change orders and additional services are documented, approved, and billed.
- Internal teams receive clear information and experience fewer avoidable last-minute changes.
- Post-event follow-up is completed and opportunities are advanced promptly.

Account Manager - Regional Events

QUALIFICATIONS & REQUIREMENTS

- Working knowledge of audio, video, lighting, staging, and event-production workflows.
- Strong written and verbal communication, presentation, and relationship-building skills.
- Strong attention to detail, organization, follow-through, and time management.
- Ability to prepare and review quotes, budgets, schedules, and detailed event information.
- Comfortable using customer relationship management, inventory, quoting, and productivity software. Flex experience is an asset.
- Valid driver's licence with a clean driving record and the ability to travel to client sites and venues.
- Ability to work occasional evenings or weekends and respond to urgent event-related matters when required.
- Comfortable working in a fast-paced, team-oriented environment with changing priorities.

KEY ATTRIBUTES

- Customer-focused and relationship-driven
- Reliable, accountable, and responsive
- Organized with strong attention to detail
- Confident communicator and active listener
- Collaborative and respectful with clients and internal teams
- Adaptable, calm under pressure, and solutions-focused
- Positive attitude and commitment to continuous improvement
- Safety-conscious and professional in all work environments

COMPENSATION

Competitive annual salary ranging from \$66,000 to \$75,000, based on experience.

To apply, please submit your resume and any supporting documents to resumes@soundboxpro.com.