RICE Communications
We love helping brands turn ambitions into reality. As a strategic communications consultancy, we help organizations understand who their audiences are in Asia, and how and where they can be reached via cross-channel communication strategies. https://ricecomms.com

Senior Account Manager/Account Manager

Job description:

A RICE manager is a future leader. You contend with higher expectations all the time, including your own, and naturally receive greater exposure to leadership opportunities than at the typical agency. You own key responsibilities, you make things happen, and you reap the rewards accordingly. If not for you, things would just fall apart. You keep this ship moving – be it through calm seas or rough waters.

You are the ‘go to’ person when it comes to managing the working relationship with clients. You take pride in having a deep understanding of blue-chip clients’ complex business and web of stakeholders, in being able to anticipate their concerns, and understanding the fine interpersonal or contextual nuances that make them tick. Yes, these are the things that school did not teach you.

You keep things on track, ensure that deadlines are met, and identify the right opportunities for growing the business. You thrive in this role because you are a motivated, driven, and determined individual who has a growth mindset – you have a clear idea of the things you want to learn, the places you want to get to, and you actively seek out opportunities and exposure to new challenges. You readily embrace the call to lead, and you excel in providing lateral solutions to business issues.

You have the gravitas, intelligence (both IQ and EQ, and more), and sharp strategic acumen to deal with senior stakeholders on a regular basis, along with the collaborative spirit to work hand in hand with your team to get things done. Above all, you have the instinct to make the right judgment calls as a communications leader – ones that do not only serve the clients’ interests, but also embody the consultancy’s values and your personal ethos.

Your key responsibilities would include:

Program Lead and Accountability
• Being the key point of contact on all accounts that you manage, providing day-to-day counsel and managing issues with a calm head on your shoulders
• Leading/supervising projects, a workplan and any on-ground logistics related to events and client program
• Having a clear understanding of the agreed scope of work, hours involved and deliverables expected
• Managing expectations and ways of working – both internally and externally
• Continually looking for ways to enhance the value you provide to the client and their business
• Defining clear roles and responsibilities for each member of the team
• Taking responsibility for ensuring that the right people are involved, when they need to be
• Managing the team and optimizing available talent and resources to ensure the satisfactory delivery of our services in accordance to client agreements and pre-determined deadlines

• Having a clear understanding of vertical and horizontal industries and the opportunities for cross-industry/intracompany collaborations. Experience in dealing with complex multinational corporations, including their matrixed stakeholder environment, would be valuable

• Developing effective case studies to showcase the work completed by the team

Public Relations Skills

• Formulating sound Public Relations and Social Media strategies and plans, with a clear indication of deliverables and deadlines

• Being capable of developing compelling, focused messaging documents, assisting in media trainings and spokesperson briefings

• Analyzing media outcomes or situations involving multiple stakeholders, and providing timely, relevant, and well thought out strategic counsel based on available information and contextual knowledge

New Business Support

• Identifying new business opportunities, including ad hoc projects, to offer added value to the pool of existing clients

• Scanning for any additional opportunities for commercial and operational growth, within the team, with clients, as well as other partners

• Working with the Client Services Director to work on proposals for newly identified opportunities, taking the lead in coordinating the team’s inputs and responses

• Contributing to any new business negotiations and closures

Media/Stakeholder/Influencer Relations

• Having a thorough understanding of the local media and influencer landscape

• Having a working understanding of the media landscape in South East Asia

• Being well-connected to media and key influencers (including analysts, industry leaders, and experts where relevant) across various industries. This lateral mindset is critical, given RICE’s cross-industry, cross-disciplinary approach

• Facilitating introductions internally so as to improve connectivity within the consultancy

Internal Connectivity

• Staying connected with all team members and fellow RICers to efficiently map skill sets and requirements with the aim to optimize use of available talent and resources

• Sharing any new learnings, skills or knowledge that you have picked-up through official/unofficial training sessions via sharing sessions or the weekly signature Friday Breakfast organized by RICE
• Keeping the Management updated on the latest updates on the clients and within the team

Requirements
• 3 to 8 years of experience in Communications/Public Relations/Consulting industry (roles will be offered based on capabilities and appropriate level of experience)
• Well-connected in the industry and have a good working relationship with key stakeholders such as media and analysts
• Relevant experience in dealing with diverse communications requirements, including corporate communications and public affairs, consumer-facing communications, as well as internal communications
• Any prior knowledge and understanding of the business and operating context of large, multinational companies or international travel/hospitality corporations would be valuable
• Highly motivated, a self-starter with exceptional interpersonal skills and excellent presentation skills
• Your attitude towards the business is that of an entrepreneur with a positive attitude, always
• A mature and perceptive individual, with a passion for making a positive impact through communications
• Display the ability to be an empathetic team player in a fast-growing and diverse working environment
• The ability to perform well under pressure, by being task-oriented and mindful of deadlines
• An analytical, strategic mind, with creative thinking ability and a passion for high-quality client service and delivery
• Experience of managing and coaching members of a team
• Have at least a bachelor’s degree in communications, corporate or mass communication related fields

Interested applications may send your resume to careers@ricecomms.com by 31 January 2020.