



## **ACCOUNT MANAGER**

**Job Summary:** Responsible for specific client programs managing all operational details from start to finish. Provide on-going support on the ground and working with other leads to provide requested services for clients.

### **DUTIES & FUNCTIONS**

- Manage key clients for Cartan's programs
- Oversee & fulfill all contractual obligations of the client
- Work in cooperation with all program providers and strategic partners to implement operational elements of the client's programs
- Ensure that no additional requests are undertaken for clients without an approved brief & payment for services
- Review calendar of events, daily department updates, transportation schedule and event tickets available
- Attend games and events along with guests as applicable
- Prepare weekly activity reports as required
- Ensure guests are booked in rooms requested
- Ensure rooms are available prior to guests checking in and appropriate hotel vouchers are secured
- Ensure all hotel amenities and welcome/ gift packages are available and ready for guests
- Perform other duties as assigned by Director/Manager of Operations

### **REQUIRED QUALIFICATIONS AND SKILLS**

- Previous Olympic and Paralympic Games experience, in a similar or associated role desired
- Experience in corporate hospitality, event and logistics management
- Ability to lead diverse teams with professionalism and flexibility
- Ability to multitask, while maintaining high attention to detail
- Able to manage, train and schedule on-site staff with varied skills and experience levels
- Knowledge of Tokyo, Japan advantageous
- First class attitude towards client and customer service
- Strong communication skills, both oral and written
- Excellent organizational skills
- Sound problem solving & decision-making capabilities
- High level of initiative and pro-activity
- Strong time management skills
- Possess the ability to think laterally in order to achieve the desired outcome
- Flexible working style, while remaining calm under pressure