



OVERVIEW

Capsule is seeking a new crew member who possesses a natural inquisitiveness towards the world (both terrestrial and celestial), a core competency in crafting meaningful connections, and a knack for translating thoughtful design and strategic skill into stronger client relationships. You know, basically someone who charts stars and maps supernovas to pinpoint unique opportunities and ensure Capsules' clients reach new horizons. The Account Manager at Capsule will manage client relationships, participate in client strategy and facilitate the presentation of research, strategy, messaging and design work.

IN A NUTSHELL

- Client management with a strategic lens, seeing what the client is asking for and knowing what the client actually needs from the Capsule team.
- Utilize talents in strategy, communication and writing to help collaboratively manage Capsule work across a set of clients in diverse industries.
- Working closely with designers, copywriters, other strategists and researchers to deliver on client expectations and keep a positive, growing relationship with Capsule clients.
- Weekly updates on project status and keeping our team accountable to deadlines and budgets.
- Proactively support firm growth by listening for, identifying and helping secure new work from existing clients.
- Often participating in highly collaborative team development sessions, strategic brainstorms, brand strategy sessions and naming projects.

QUALIFICATIONS

- Bachelor's degree in a social sciences discipline, marketing, advertising, or other relevant area of study/life experience
- 3+ years of agency experience (preferred) or related communication industry experience that provides an understanding of design, marketing, research, creative, production, etc.
- Critical thinker, empathetic, organized, process-oriented, strong idea-generator, listener, synthesizer, strong written and verbal communicator, self-starter, team-player and wearer of multiple hats.
- And, if that's not enough for you, the ability to work in a flexible, dynamic, fast-paced, highly collaborative environment, working on multiple projects at once.

BONUS POINTS

- Experience in InDesign, Slack and Microsoft suite
- Knowledge of consumer packaging specific projects
- Experience writing, editing and publishing in the form of blogs, email marketing or other forms.

ABOUT CAPSULE

Capsule has refused to adopt a descriptor since 1999. We've strategized for billion dollar industries and non profits. Conducted research for brands both local and global. We've given new faces to startups and facelifts to businesses over a century old. We've named everything from apples to office chairs. Rebranded schools and orchestras. Crafted experiences for grocery stores and Super Bowls. Our refusal to limit our work to one specific industry, combined with the satisfaction we find from solving problems that others won't touch with ten foot poles, has earned us a long list of partners and an informative depth of experience in brand research, strategy and design over the last 20 years. So if you asked us to describe Capsule in two words, we'd say, "What's next?"

Clients we've grown with include Patagonia, Hydro Flask, Mattel, Minnesota Orchestra, Medtronic, Osprey Packs, SmartWool, Red Wing Shoes, Yakima, Herman Miller, Caribou Coffee, PepsiCo and Arc'teryx.

APPLY

Interested? We've made reaching out as easy as possible. Seriously, we even took the risk of paper cuts off the table. Send your resume to Rachel Dille at racheldille@capsule.us. We'll be in touch if we like what we see. No walk-ins or phone calls, please.

Capsule is currently in the Minneapolis area. The Account Manager will begin as a hybrid position. This is a full time position. Only candidates with the requested experience will be considered. Candidates who are not US citizens or permanent residents must have authorization to work in the US before applying.