



Account Manager

Location: Belfast (Office-based)

Reporting to: Head of Client Services

About the Role

Kaizen operates across two complementary areas of the business – a fast-paced creative agency and a high-quality print production service. We are looking for an organised, proactive and personable Account Manager to join our Client Services team in Belfast.

This role sits at the front line of our client relationships, supporting existing clients, managing incoming enquiries, and overseeing design and print projects from initial brief through to completion and invoicing. The successful candidate will work closely with our design and production teams while ensuring an exceptional customer experience at every stage.

Key Responsibilities

- Manage design and print projects from initial enquiry and quotation through to delivery and invoicing.
- Act as a key point of contact for clients via phone, email and in-person enquiries.
- Provide day-to-day support to our existing client base, ensuring projects are delivered smoothly and on time.
- Build and maintain strong client relationships through proactive communication and follow-up.
- Re-engage with lapsed clients to identify new opportunities and support business growth.
- Work closely with internal design and production teams to ensure briefs are clear and projects are delivered to a high standard.
- Assist with front-of-house responsibilities, including welcoming visitors and handling incoming calls and enquiries professionally.
- Support the wider Client Services team with administrative and operational tasks where required.

- Collaborate with the Client Services team to meet collective revenue targets and support business growth opportunities.

Essential Experience & Skills

- 3+ years' experience in a client-facing role
- Strong organisational skills with the ability to manage multiple projects in a fast-paced environment.
- Excellent verbal and written communication skills.
- Proven ability to build and maintain positive client relationships.
- Commercial awareness with experience preparing and closing quotes and managing projects through to invoicing.

Experience working within a design agency or print company would be highly advantageous, alongside any previous tender writing or submission experience.

Personal Attributes

- A team player who collaborates well with colleagues across departments.
- Proactive, organised and solutions-focused.
- Willingness to learn and develop within a growing business.
- Professional, confident and approachable with clients and colleagues.
- Customer service focused – delivering a high-quality client experience is at the heart of what we do.

What We Offer

- Opportunity to work across both a creative studio and print production environment.
- A collaborative and supportive team culture.
- Full training provided to support your development in the role.
- Health Insurance upon successful completion of probation period
- Free parking onsite
- Excellent work culture with regular team activities organised.

To apply for this role, please send a CV and accompanying cover letter with why you feel you are suitable for the role to hr@wearekaizen.co

If you would like a confidential chat on the role, please call Glenda Johnston, Head of Client Services on 028 90022474 or email glenda@wearekaizen.co