



Account Director, Client Services

Position Overview

At Kinetic12, the Account Director is both a leader and a partner – someone who cares deeply about people, relationships, and the quality of the work we put into the world. This role sits at the heart of Client Services, guiding the Account Services team while helping our clients move forward in meaningful ways.

The Account Director is responsible for overall account health and team performance, but just as importantly, for how the work gets done. They stay close to our clients, our teams, and our industry, using insight and experience to set priorities, navigate complexity, and build momentum. This role brings people together across disciplines to lead high-impact work – from client engagement and marketing planning and execution to process design and business development.

In partnership with senior leadership, the Account Director helps lead and develop the Client Services team. Coaching and mentorship are central to the role, supporting managers as they grow into confident, thoughtful leaders and helping team members build long-term careers. The Account Director also serves as a steady, trusted escalation point, helping teams work through challenges with clarity, empathy, and shared accountability.

What You'll Do

- Care for the health of our accounts and our teams, keeping an eye on goals, performance, and trends while staying grounded in what clients truly need.
- Set priorities and allocate resources thoughtfully, ensuring teams are supported, focused, and positioned to do great work.
- Oversee the financial rhythm of our client business, including client forecasting, budgeting, and billing, with transparency and responsibility.
- Create an environment where high standards and humanity coexist, where great work, curiosity, and care for people all matter.
- Coach and mentor junior team members, helping them grow their leadership skills and take on additional responsibilities.
- Collaborate with the broader Kinetic12 leadership team to shape and achieve shared departmental goals.

Role Details

- The role is primarily remote, with some onsite meetings at company headquarters in Des Plaines, IL or at the company kitchen in Chicago, IL.
- Hire, develop, and retain team members in alignment with Kinetic12's values, processes, and expectations.
- Provide guidance, mentorship, and perspective to team members beyond direct reports when need.
- Some travel (~ 15%) is expected, primarily to support client relationships and team collaboration.



Qualifications

- Bachelor's degree or equivalent professional experience.
- 8+ years of experience in account leadership, client services, or consulting-style environments.
- **Required:** Strong foodservice industry experience, with a deep understanding of operators, manufacturers, distributors.
- Experience leading complex, cross-functional client work and nurturing long-term partnerships.

Key Skills & Attributes

- You lead with curiosity, empathy, and accountability.
- You care about people and believe great work comes from strong, trusted teams.
- You're a thoughtful client partner who values long-term relationships over short-term wins.
- You're comfortable improving processes and helping teams adapt as the work evolves.
- You communicate clearly and calmly, especially when things get complex.
- You bring structure without rigidity and creativity without chaos.
- You're collaborative, organized, and grounded in follow-through.