orangethread MEDIA

Client Relationship Lead

Role Requirement Document

FULL-TIME | IN-OFFICE | NASHVILLE, TN | REPORTS TO: VP CLIENT MANAGEMENT & PRODUCTION

Purpose Statement

Win and keep clients by pairing world-class creative with the No Headache Standard™ at a price that sustains our team and strengthens our reputation.

Core Responsibilities

The Client Relationship Lead is the client's first and last impression and the single owner of relationship, scope, and satisfaction on every assigned event. Production Managers own technical delivery, crew, and show quality.

- Qualify inbound leads and deliver quotes and proposals within 48 hours of full scope
- Collaborate with the Production Manager and creative/drafting team to create original show and set design concepts that wow clients, built as one engineered plan with priced options
- Grow revenue through new events, expanded scope, and repeat business while protecting margin within discount authority
- Own the client relationship, expectations, and satisfaction from first inquiry through final debrief
- Oversee the No Headache Standard™ on every assigned show, confirming client-facing deliverables in all four phases land on time and to our standard
- Lead the handoff with the assigned Production Manager on client goals, sensitivities, and scope details
- Attend assigned events as client lead, deferring to the Production Manager on execution decisions
- Close out each show with a client follow-up, recap, final invoice, and debrief
- Track accounts and opportunities in company systems, and identify the next event for each client

Key Requirements

- 2+ years of experience in live event production, corporate AV, or a related field
- Proven ability to sell, negotiate, and hold price with corporate clients
- Strong creative eye for show design and staging, with proficiency in proposal development
- Working knowledge of audio, lighting, video, and LED, with ability to explain in non-technical terms
- Organization and follow-through, with clear, warm communication
- High work ethic with a make-it-happen attitude and able to self-manage and work within a team

Important Notes

- This role requires consistent in-office presence and remote work will not be considered
- Evening, weekend, and show-site travel are expected and required as part of the role
- This is a corporate event production role; candidates seeking touring, freelance, or sports broadcasting are not the right fit
- Core value alignment is a condition of employment and is reviewed quarterly

Key Performance Indicators

1. Top-line revenue growth on assigned accounts, with margin protected within discount authority
2. Quotes and proposals delivered within 48 hours of full scope, converting to booked events
3. Every assigned show delivers the No Headache Standard™ client experience, with no surprises and no gaps, measured by debrief results and client feedback

© 2026 Orange Thread Media, LLC.