

Client Success Manager

#paid

Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 14, 2024

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Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

#paid is a creator marketing platform that sits at the intersection of brand and creator collaboration. We help direct-to-consumer and Fortune 500 brands like Infiniti, TJX, Unilever, and Sephora, activate creators to drive growth.

We are building the platform of record that powers content creation and distribution for brands globally. The better we do that, the better we can serve our creator community and provide them with the best place on earth to do what they love—create.

The Role

As a Client Success Manager, you will be instrumental in driving the success of our client creator marketing programs. Your core responsibilities will include setting up programs, selecting and contracting creators, overseeing content creation, and ensuring brand approvals. You will also be responsible for delivering insights-driven analysis to measure program effectiveness.

In this role, you will be crucial in maintaining and enhancing client satisfaction, which is vital to our company's market performance. As you grow in this position, you will take full ownership of managing relationships with both creators and clients after the sale. You'll work closely with your team to proactively address client concerns and develop scalable solutions to improve process efficiency.

If you're successful

- You will oversee and execute campaigns from start to finish. Daily tasks include running program kick-off calls, finalizing program briefs, building creator rosters, contracting creators, scheduling content creation and posts, tracking program performance, and presenting comprehensive post-campaign marketing reviews. You will maintain clear and effective communication with our network of creators throughout the process
- You will ensure client happiness through prompt responses (within one day) and maintain a high level of professionalism in all external interactions, including meetings, calls, and emails. You will also take ownership of your individual Net Promoter Score (NPS) and engage in activities that drive client satisfaction
- You'll manage multiple campaigns simultaneously, adapting to varying workloads. During periods of lower volume, you may be asked to support team members who are over-capacity to ensure consistently high levels of client satisfaction across the team
- You will work closely with key stakeholders in Product, Sales, Media, Analytics, and Strategy to optimize client satisfaction. Your role includes ensuring that client experiences and feedback are communicated, documented in the CRM, and actively addressed

You're perfect for the role if

- You are client-obsessed and will do whatever it takes to keep your clients happy. You excel at creating meaningful relationships, deeply understanding client goals, and ensuring clients feel valued
- You know how to set and manage expectations with clients and key stakeholders, always thinking of ways to make clients feel important
- You are strong with numbers and highly analytical. You can tell compelling stories with data, effectively sharing relevant insights with clients
- You know how to address the key questions in clients' minds, such as, "Why do I care? How is this relevant? What does this mean?"
- You can manage multiple action items simultaneously, juggle competing priorities, and remain detail-oriented throughout
- You are committed to self-improvement, proactively seeking feedback from clients, key stakeholders, your manager, and peers. You take active steps to grow and develop your skills
- Your friends call you a social media expert! You regularly engage with platforms like Instagram, Facebook, TikTok, and other trending social channels to connect and get inspired by creators
- You have experience in a client-facing role and have successfully executed multiple marketing campaigns in a digital environment

Equal Employment Opportunity

#paid is an equal opportunity employer and as such, we do not discriminate on the basis of race, colour, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other characteristic protected by applicable laws.

We are dedicated to growing a diverse team of highly talented individuals and creating an inclusive environment where everyone feels empowered to bring their best and authentic selves to work.

If you require any accommodations during the recruitment process, whether it be alternate forms of material, accessible meeting rooms, etc., please let us know and we will work with you to meet your needs.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
