**Client Success Manager**

As a Manager of Client Success, you will lead the execution of day-to-day production and other marketing activities in partnership with our clients and a cross-functional team. You’ll be responsible for facilitating services across the agency including campaign and program development, QA, strategy, creative, and technical consulting. Successful candidates will have exceptional interpersonal skills and a proven record of completing multiple concurrent projects on-time and on-budget.

**Responsibilities**

* Serve as the lead facilitator of high-quality deliverables and the working relationship between clients and internal teams
* Understand client business challenges and goals with the ability to translate requirements to internal teams, ensuring deliverables meet expectations
* Leverage strong interpersonal skills and business acumen to navigate complex client organizations
* Drive project success through well-organized, clear and concise communications in meetings, project management software, and other communication channels with internal colleagues and client stakeholders
* Maintain project tracker and project management tool inputs regularly
* Track and communicate budget usage to internal and client teams, understanding the parameters of the SOW
* Collaborate with internal teams and client to course-correct and/or prioritize workload to ensure quality work is delivered on-time and on-budget
* Lead and coordinate change and issue management at the project and client level, engaging appropriate resources as needed
* Negotiate and manage internal or client concerns that impact project success or client satisfaction
* Partner with management and leadership team to address significant client changes or barriers that may impact client satisfaction, budget and/or timeline or present opportunities

**Requirements**

* Bachelor’s degree or equivalent experience in a related field
* 5+ years of experience in digital marketing, preferably with an emphasis on email marketing
* 3+ years of experience in project and/or account management
* Experience with project management tools, such as Jira, Basecamp, Asana, Workfront, or Mavenlink
* Experience working with digital marketing software including email service providers, analytics, CRM and project management tools
* Highly proficient in Excel and PowerPoint (or equivalents)
* Agency experience preferred

**Work Environment / Travel**

This job operates in a remote work environment with semi-frequent travel to professional office settings and other events locally and nationally; some overnight travel may be expected post-COVID. Any travel requirements will be mutually assessed with safety in mind in light of the COVID-19 pandemic.

**How to Apply**

Please email your cover letter and resume to [loveyourlife@shawscott.com](mailto:loveyourlife@shawscott.com)