

CLIENT SUCCESS MANAGER

OVERVIEW

As a Client Success Manager, you're responsible for meeting and exceeding client expectations. To make that happen, you'll consistently identify new ways to help clients meet their goals, collaborate and communicate often, and be a fast, accurate conduit between our team and your clients. In your role, you'll prioritize client satisfaction and make our clients feel like they're part of the Collective.

WHAT DOES A CLIENT SUCCESS MANAGER DO?

At West Edge Collective, a Client Success Manager:

- Is the face of the agency externally, and client advocate internally
- Is the primary contact for client communication
- Documents and communicates client needs and expectations to agency team
- Manages inbound and outbound opportunities for prospective and current clients
- Uses agency Customer Relationship Management (CRM) tool to track client information
- Communicates and educates clients on agency process, timelines, budgets and scopes
- Manages client budgets, wallet-share growth, reporting, and success measurement
- Actively seeks additional opportunities to elevate client success
- Leads client discovery, onboarding, and service delivery process
- Upholds agency culture and core values internally and externally
- Stays current on all agency products and services
- Ensures client deliverables meet or exceed expectations
- Nurtures client relationship, monitors client satisfaction, and communicates agency value
- Ensures accurate client billings, collections, and reconciliations

EXPERIENCE

- Minimum four years experience in marketing and client services
- Agency experience (working at or with) a plus
- Experience with responsibilities stated above

Last Modified: October 2023