

CLIENT SERVICES DIRECTOR

Full Time | On-Site

WHAT WE'RE LOOKING FOR...

The Client Services Director (CSD) is a key leadership role at West Edge, responsible for overseeing the client services team, ensuring client satisfaction, and driving business growth. The CSD will manage a team of Client Success Managers and Client Success Coordinators, fostering a client-centric culture and ensuring the delivery of exceptional service. The CSD will report directly to the Managing Director and will play a crucial role in shaping the agency's client relationships and overall success.

WHAT DOES A CLIENT SERVICES DIRECTOR DO?

- Lead and Manage the Client Services Team:** Manage, mentor and develop Client Success Managers and Coordinators, fostering a collaborative work environment and ensuring the team has the skills and resources to succeed.
- Oversee Client Relationships:** Cultivate a culture of strong client relationships, lead key presentations, identify opportunities, and develop strategies to acquire and retain clients.
- Develop and Implement Client Success Strategies:** Define service standards, streamline onboarding and delivery processes, and continuously improve the client experience.
- Ensure Client Satisfaction:** Monitor satisfaction through surveys and feedback, analyze data, and implement improvements to address concerns proactively.
- Drive Business Growth:** Identify new opportunities, expand client relationships, strategize to boost retention and profitability, participating in industry events and networking opportunities and staying abreast of industry trends.
- Financial Management:** Oversee and direct the management of client budgets, revenue forecasting and data accuracy for billing and collections.
- Reporting:** The CSD will report regularly to the Leadership Team on the performance of the client services team, key client relationships and overall client satisfaction. The CSD will also provide insights and recommendations to inform strategic decision-making.

EXPERIENCE & COMPETENCIES

- Minimum of 4 years of experience in client services within a marketing or advertising agency, including at least 2 years in a leadership role managing a client services team.
- Proven ability to manage client relationships, drive satisfaction, and contribute to business growth.
- Strong financial acumen with experience in budgeting and profitability management.

- Excellent leadership, communication, and interpersonal skills, with the ability to motivate and develop a team.
- Client-focused mindset and a passion for delivering exceptional service.
- Skilled in strategic thinking, presentation, negotiation and problem-solving.
- Collaborative and team-oriented, with the ability to build relationships and work effectively across departments.