

## Client Success Manager

<b>Title</b>	Client Success Manager
<b>Category / Team</b>	Client Services
<b>Title this position reports into</b>	Sr. Client Success Manager

**This role is remote, but you must live in either Arizona, Missouri, or Texas to be considered.**

Calculated Conversions is a Digital Media Agency focusing on creating meaningful engagements for our clients by providing innovative marketing strategies resulting in measurable outcomes, and we are seeking a Senior Client Success Manager to assist in day-to-day management of our clients and their digital campaigns.

Calculated Conversions is a remote-first company that offers flexibility to maintain a healthy work-life balance. We strive to live our core values starting with a healthy mindset so we can stay motivated passionate, honest, and continually grow ourselves to provide the best results for our clients. We pride ourselves on effective processes and building the right team to ensure success for everyone.

### Calculated Conversions Core Values

- **COMMITMENT:** We actively look for ways we can be better and do better, personally and professionally.
- **EXCELLENCE:** We consistently go above and beyond expectations to produce the highest quality of work.
- **IMPACT:** We embrace the power of people, streamlined processes, cutting-edge platforms, and collaborative partnerships to deliver results.
- **TRUST:** We earn trust through open communication and aligning our words with our actions.

### Position Summary

The Client Success Manager role is a client-facing position within the Client Services team and is responsible for maintaining the relationship between Calculated Conversions and our clients. This role focuses on attending to client and account management needs such as ensuring the successful onboarding of clients, timely campaign launches, efficient project management, and effectively communicating with the client and internal teams.

Strategy. Execution. Results. Calculated Conversions, LLC.

10869 N. Scottsdale Rd. #103-731. Scottsdale, AZ 85254  
Phone: +1-480-485-4193 [www.calculatedconversions.com](http://www.calculatedconversions.com)

In addition to providing exceptional customer service, the Client Success Manager is a proactive member of the team helping to identify growth opportunities for clients, with the assistance of the sales team, before they identify a need or gap themselves.

The ideal candidate also possesses the ability to work well with others and support primarily the sales and business development needs of Calculated Conversions and is responsible for planning, developing, and managing clients' digital strategies to improve their web presence and achieve their digital marketing goals. This person must also possess excellent judgment, communication, and interpersonal skills in a fast-paced environment.

### **Key Areas of Responsibility**

- Provides exceptional customer service to clients and replies promptly to client communications.
- Develops, cultivates, and retains the growing relationship between Calculated Conversions and our clients.
- Supports Sales by overseeing all stages of Client experience including initial engagement, onboarding, and ongoing campaign optimization.
- Completes new account audits of prospects by using tools and software and industry knowledge.
- Crafts statements of work and proposals and responding to RFPs (Request for Proposals)
- Provides accurate, timely updates on the state of accounts and campaigns.
- Reviews data and reports with the client and/or client's organization
- Set up automated client weekly/monthly reporting and review with clients.
- Conducts regular calls and meetings with both internal teams and clients; Communicates with the internal team about client requests and timelines.
- Manages BPO (Business Process Outsourcing) partners to ensure campaign objectives are met and timelines are delivered as needed.
- Adheres to processes and procedures necessary to uphold the agreement between Calculated Conversions and our clients.

### **Work Experience, Qualifications, and Additional Responsibilities**

- 2+ years' experience in a client services role in the digital advertising industry, with focus on campaign management across multiple advertising platforms.
- Experience in cultivating pre-existing relationships and providing superior service to clients. Project Management skills are extremely beneficial.
- Proficiency in MS Office programs, with a high competence in Excel
- Manage the campaign expectations and timelines with our BPO (Business Process Outsourcing) partners for campaigns outsourced to maximize efficiencies as needed.
- Experience with digital ad platforms and CRM's, comfortable working with numbers and analyzing data/trends, strong knowledge of online lead generation tactics. Platforms include but are not limited to: Google Ads, Facebook Ads, LinkedIn Ads, TikTok, StackAdapt, Near Media, DV 360, Basis, TTD, Google Analytics, Looker Studio, What Converts, HubSpot, Trello, Better Proposals, and similar platforms.
- Demonstrates these role-specific hard & soft skills:
  - Thrives in a fast-paced environment with the ability to manage multiple projects and priorities.
  - Excellent written, verbal, and interpersonal communication skills by effectively communicating with all levels of employees, management, and clients.

- Exceptional organizational and time management skills
- Results-driven attitude – highly analytical with a data-driven mindset
- A self-starter who thinks and participates effectively, both independently and as part of a team

### **Compensation and Benefits**

- Competitive salary and bonus structure, based on experience
- Medical, Dental, and Vision insurance (individual & family)
- Company Paid Life Insurance
- Unlimited PTO policy
- Family Leave
- This is a Remote role – work from wherever is most efficient for you
- Flexible working schedule – work on your time, just be available and communicate effectively
- Relaxed, fun, and productive environment

We are dedicated to creating an inclusive environment for everyone, regardless of ethnicity, religion, color, sexual orientation, gender identity, race, national origin, age, disability status or care-giver status.

**Inquiries:** [jobs@calculatedconversions.com](mailto:jobs@calculatedconversions.com)