



## Client Success Manager Job Description

Meet Digital Marketing Maven & Associates! We are a full-service agency designed to provide marketing solutions to our small business clients. Our formula is simple: marketing challenges + DMM solutions = small business success!

From idea creative to full implementation, our in-house agency handles everything while delivering massive and sustainable growth to our clients. We are committed to improving the way businesses and consumers communicate digitally.. We pride ourselves on exceptional customer service, excellent client relationships, and quick turnaround times.

If you are looking for a collaborative environment that will challenge your creative skills and expand your business profile, then join our diverse team. We are currently looking for talented and dynamic self-starters with solid experience.

### **Position Title: Client Success Manager**

Location: Remote

Position Type: Contract/ Project Based

Salary: Based on Experience

### **RESPONSIBILITIES**

- Be a great listener and learner with a positive attitude and great interpersonal skills
- Ability to quickly learn multiple product offerings
- Ability and willingness to up-sell and cross-sell
- Ability to think fast, find answers, and respond quickly to customer issues, all with a polite, empathic, and professional voice and manner
- Answer and manage incoming calls, emails, chats, and/or interactive voice response systems
- Ability to memorize, recall, or research answers quickly
- Excellent customer care and focus; ability to assess customers' needs and provide the correct answer, path, troubleshooting, or method for a positive client experience
- Strive to meet and go above personal and team targets, goals, and quotas
- Record, organize and file customer interactions and profile/account changes
- Manage and maintain proper client communications in the company CRM

**Qualifications & Characteristics:**

- High school degree or equivalent
- Previous experience in customer support, client services, sales, or a related field
- Self-Starter
- Critical Thinking Skills
- Excellent verbal and written communication skills
- Creative who can collaborate as a team member or work independently
- Able to efficiently handle the demands of multiple projects
- Flexible to projects that may shift direction midstream
- Able to adhere to tight project deadlines
- Detail-oriented with attention to brand voice
- Energetic and organized with a growth mindset