

### **Job Description: Client Services Director**

The Client Services Director will be the senior point of contact for day-to-day management of the business and the ability to sell new ideas and solutions.

#### *Responsibilities:*

- Strategic point of contact for senior clients and establish strong relationships.
- Work with management team to bring creative solutions to prospective clients and to build the business of current clients.
- Mentor and develop his/her team and direct them in finding creative solutions to both client and internal challenges, foster knowledge-sharing across all disciplines internally to ensure collaborative and informed work.
- Encourage respective discipline managers to implement creative solutions.
- Implement proprietary and 3rd party tools into the planning process.
- Create an effective process and information flow between client services team and other disciplines.
- Contribute to client's business growth by identifying new opportunities.
- Assist the Operations team with designing the training and implementation of all internal and external tools.
- Foster a productive and empowering working environment.
- Provide team with all necessary tools and training to improve core expertise and continued career growth.
- Build a team to deliver company business and revenue goals.
- Partner with Operations and Finance in building client P&L.
- Will lead multiple projects at once and ensure strong integration across the organization.
- Lead new business efforts and determine the optimal staffing assignments for new initiatives.
- Ensure that managers and supervisors are fully trained on all aspects of planning and audience reporting; will require use of research tools, as well as excellent writing and presentation skills.
- Partner with peers in planning and creative agencies, and internal disciplines to work on existing or new business opportunities.

#### *Qualifications:*

- Experience in traditional advertising, direct marketing, cable/broadcasting or similar media environment is a plus.
- Agency background is highly preferred.
- Exceptional new business and client facing skills.
- Well-versed in all forms of media including direct mail, print, broadcast, non-traditional media, as well as interactive/online marketing programs that go beyond the scope of "media", such as affiliate programs, direct e-mail and non-traditional buying practices.
- Experience in growing, managing and inspiring internal teams; strong leadership and organizational skills must be complemented by relationship building management style.



- Perform senior-level client negotiation and management skills, with clear and substantive speaking, writing and presentation skills.