

# Client Services Account Manager

**DIVISION/TEAM:** Client Services

**REPORTING TO:** Head of Client Services

**DIRECT REPORTS:** N/A

**SALARY:** Competitive

**JOB PURPOSE:**

As the successful Account Manager, you'll assist in the management of client relationships. You'll be responsible for monitoring and progressing client campaigns, raising client queries with the wider agency team and keeping the client up to speed on the progress of ongoing campaigns across the following channels: Affiliate, Social, Search and Mobile Display.

- Establishing, maintaining and growing client relationships.
- Managing monthly budgets and forecasts.
- Weekly reports on campaign spend and performance with recommendations on onward activity.
- Weekly calls/meetings and daily ad hoc tasks with Senior Clients.
- Data analysis to report on client KPIs.
- Working alongside the biddable team to ensure social and search campaigns are optimised and running seamlessly.
- Manage affiliate relationships necessary for the successfully management of assigned programs.
- Briefing in tech and creative agencies.
- Identify upselling/ Cross selling opportunities within accounts.

Supporting all members of the client services team with client liaison and support with client relationships where required

## **YOU WILL:**

- Have at least 2 years' experience working within a UK based digital marketing / digital account management role with experience working across multiple accounts with varying budgets.
- Possess strong and professional communication (both verbal and written) and an ability to exchange information with others clearly and concisely.
- Knowledge across Affiliate, PPC, Mobile Display and Social Media advertising.
- Basic understanding of technical integrations.
- Able to manage multiple accounts with strict deadlines.
- Deliver excellent service and advice to our clients.
- Excellent written and vocal communication.
- Proficient in Microsoft with a particular focus on Excel

## **WHY JOIN THE TEAM?**

We are a super passionate lead generation, performance marketing and affiliate management agency. We apply a combination of media buying and data management skills to deliver high-volume, fully compliant lead generation campaigns in a range of market sectors.

Benefits include;

- Generous Holiday Allowance
- Generous Salary/ Bonus scheme
- Personal development opportunity
- Showers at the office
- Snacks provided
- Birthday benefits
- Company laptop
- Office Socials / Nights out
- Team Activities
- Friday desk beers