



SENIOR CLIENT SERVICE MANAGER

SYDNEY

Reporting to the Client Service Director, the Senior Client Service Manager will be an energetic and solutions focussed individual who'll assist in cementing The Urban List as the market leader in branded content by delivering unparalleled campaign results, value creating client service, and productive long-term client relationships with both our Corporate clients and their appointed Agencies. The successful candidate will demonstrate exceptional attention to detail, time management skills and clear and thorough communication.

KEY ACCOUNTABILITIES

- Campaign and partnership implementation following company processes and best practices.
- Developing partnership overview documentation and campaign timelines, preparing and leading fortnightly client WIPs and developing daily campaign optimisation strategies.
- Fostering a positive, productive and proactive relationship with our branded content team and external production partners, collaborating to ensure all campaigns meet client and agency expectations and business goals.
- Ensure all campaigns are delivered effectively – on time, on budget, and meeting benchmarked expectations from brief through to launch.
- Delivering consistently excellent client campaign results – for both the Agencies and our Corporate clients.
- Develop long-term, trusted relationships with your portfolio of clients, consistently striving to identify and cultivate new business opportunities.
- Collaborate with sales to achieve growth and retention targets.
- Forecast and track key account metrics, providing clear reporting on progress to both internal and external stakeholders.



KEY REQUIREMENTS & QUALIFICATIONS

- Min. 5 years in digital media client services / project implementation; with proven success in delivering branded content campaigns for agencies and brands.
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level.
- Strong existing relationships with media agency and brand contacts highly regarded.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Experience in managing a team to deliver exceptional results – for the business and for the client.
- Excellent listening, negotiation and presentation skills.
- Excellent verbal and written communications skills
- BA degree or equivalent

REPORTS TO

Client Service Director

TERMS OF EMPLOYMENT

Full-time position with 6-month probationary period

APPLICATION PROCESS

Send a cover letter, copy of your CV and your 5 dream clients through to szoratto@theurbanlist.com