

# URBAN : LIST

## Client Service Manager SYDNEY

Urban List is the home of urban culture: 23 channels connecting you to and through the city, from the best things to do and eat locally to the global trends blowing up across style, health, beauty, careers, entertainment and travel. Our team and the brand they've built is our competitive advantage: lovers of food, travel, gifs and urban culture, committed to challenging the status quo, backing our ideas and delivering well above our weight. It's that challenger culture that's established us as Australia's largest youth media company; on a mission to create awesome experiences for audiences, agencies and brands, empowering people to do more of what they love.

Reporting to the Client Service Director, the Client Service Manager will be an energetic and solutions focussed individual who'll assist in cementing 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/direct clients and their appointed Agencies. The Client Service Manager will demonstrate impeccable communication skills, have a strong ability to manage many moving projects at a time and be the person to never miss a deadline.

### KEY RESPONSIBILITIES

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- 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.
- Ensuring all campaigns are delivered effectively – on time, on budget and meeting benchmarked expectations from brief through to launch.
- Developing long-term, trusted relationships with your portfolio of clients, consistently striving to identify and cultivate new business opportunities.
- Project management of client campaigns primarily focussing on deadline management, stakeholder management and overall campaign implementation.
- Collaborating with sales to achieve growth and retention targets.
- Forecasting and tracking key account metrics, providing clear reporting on progress to both internal and external stakeholders.
- Ensuring clients receive exceptional and personable service during their advertising campaign, while maintaining impeccable attention to detail at all times.

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## KEY REQUIREMENTS

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- Ability to foster and maintain long term, productive relationships with both internal and external stakeholders at all levels
- Ability to collaborate with a broad range of stakeholders, to innovate and improve business and client outcomes and objectives
- Ability to articulate and present complex ideas, simply and effectively
- Ability to manage customer expectations, negotiate outcomes and communicate to key stakeholders
- Ability to meet tight deadlines consistent with the objectives of a high performance business unit.
- Proven ability to manage multiple complex projects at all levels
- As a result of your deep knowledge of the client and their business you will be able to identify new revenue growth opportunities.
- Your ability to engender trust and credibility with your clients will make you an important source of advice for your customers.

## QUALIFICATIONS & EXPECTATIONS

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- Min. 2 years in digital media client service management, 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.
- Proven ability to manage multiple projects at a time whilst paying strict attention to detail.
- Strong time management skills with the ability to forward plan projects and mitigate potential campaign risks / issues.
- Ability to manage various stakeholders at any given time.
- A 'can do' attitude is essential.
- Strong existing relationships with media agency and brand contacts highly regarded.
- Excellent listening, negotiation and presentation skills.
- Excellent verbal and written communications skills.

**TERMS OF EMPLOYMENT:** Full-time position with a 6-month probationary period.

**REPORTS TO:** Client Service Director

**APPLICATION PROESS:** Please send a cover letter and copy of your CV to [szoratto@theurbanlist.com](mailto:szoratto@theurbanlist.com)