



CLIENT SERVICE MANAGER

BRISBANE

The Urban List are lovers of food, drink, travel, culture, GIFs, and above all, urban culture. Over the last 7 years we've built one of Australia and New Zealand's fastest growing lifestyle platforms and influential content marketing channels, increasingly attracting the attention of some of the world's most prestigious lifestyle brands.

We are driven by creativity, innovation and doing things that no one else has done before—constantly seeking to create awesome digital experiences for our readers and advertising partners alike. And we recognise that exceptional campaign creation and execution is pivotal to our success.

Therein lies the opportunity for our new Client Service Manager ... If you're a stickler for detail and passionate about project management, keep reading!

As a CSM, you will be an energetic and solutions focused 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.

KEY RESPONSIBILITIES

- 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.
- Delivering consistently excellent campaign management results – for both the Agencies and our Corporate clients.
- Developing 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.
- Forecasting and track 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.



KEY REQUIREMENTS

- 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 organisation.
- 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.

REPORTS TO

Client Services Director

TERMS OF EMPLOYMENT

Full time position with 6-month probationary period.
This role will be appointed in our Brisbane office.

APPLICATION PROCESS

To apply for what is probably the best job going in town, please send a CV and cover letter outlining your suitability for the role to Sami Zoratto, Client Services Director: szoratto@theurbanlist.com.