Title: Client Services Manager, based in Austin, TX.

Reporting Relationship: The position will report to the Sr. Director of Client Services / Strategy & Director of Client Services

Salary: Salary based on experience

Role: As an Account Manager at our company, you will be part of a talented team of specialists developing and implementing strategy for world class sports teams, leagues, athletes, entertainment properties and the brands that sponsor them. Our Account Managers not only have to appreciate great strategy and digital engagement, they need to champion it, understand it, promote the way it turning it into a strategic plan for our clients.

You will play a key role as liaison between Strategic Playground and our clients; representing our clients' brands, understanding their goals, serving as their partner and trusted thought leader, all while also supporting our processes and capabilities externally to the client.

You will work alongside smart and skilled people. You’ll have the opportunity to learn and grow within a creative and technically advanced team.

Responsibilities
- Strong desire to learn along with professional drive
- Be the main point of contact for one or more specific client accounts and maintain an excellent relationship
- Collaborate with internal Project Managers and external Producers to manage agency projects from concept to finish, ensuring all agency deliverables are flawlessly executed
- Partner with Data and Strategy team to collect, analyze and interpret existing business and consumer data and translate into opportunities
- Establish budgets with your clients, be there for conflict resolutions, ensure timely deliverables, write creative briefs and approve payments to and from the client
- Work with the Strategic Playground strategy, creative, digital, social and media teams to ensure alignment between client’s goals and our own
- Take ownership of contracts and contract renewals, and pursue new opportunities that benefit the client and our company

Requirements
- Bachelor’s degree (or equivalent) and 3+ years of experience in an agency or related environment. Strong desire to learn along with professional drive
- Passion for Client Success, Account Management, Digital Media and Tech
- You will need experience in advertising and/or campaign management, with a strategic and tactical understanding of the current brand marketing landscape.
- An action-oriented spirit and a laser focus on the outcome, not just on the process.

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● Able to develop and maintain positive internal and external relationships.
● Aptitude for all aspects of project planning, such as estimating and resource allocation.
● Able to effectively translate/communicate client requirements, statements of work and scope-of-work documents
● Responsible for project profitability and scheduling, ensuring projects are always delivered on time and within budget
● Exceptional interpersonal, presentation and negotiation skills
● Solid understanding of the different social networks
● Experience analyzing data from multiple sources and understanding how to use that information
● Overwhelming desire to join a diverse team of smart, driven, energetic, positive, fun, committed teammates
● Excellent verbal and written communication skills, strong copywriting skills
● Efficiency at Google and/or Microsoft Office functions (email, calendar, dropbox, word, sheets, excel)
● Experience with MailChimp, Emma, SendGrid or other email marketing platforms helpful but not required
● Bonus: Salesforce, or similar CRM or project management system experience

Interested?
If this sounds like a fit, email your resume and three writing samples to hello@strategicplayground.com