



**Company:** Eldie Web Design and Marketing

**Position:** Client Service Management

**Career Level:** Entry level with room for growth

**Location:** Tri-Cities TN

**Compensation:** Negotiable

**Relevant Work Experience:** Account Management, Account Executive, Client Service Relations Manager

**Industry:** Digital Marketing

## Client Service Manager

Are you interested in a career in the Web Design and Digital Marketing space with a small, but proven, locally-owned and operated business? Are you looking for an opportunity to influence the success of a growing company, while impacting success for hundreds of client businesses?

Eldie Web Design and Marketing is seeking a Client Service Manager with strong client services experience for small and mid-sized businesses, to be part of our growing team. We are looking for someone who is pro-active, self-motivated, and task-oriented; someone who will be able to work independently and with a team, to identify and communicate opportunities with current and new clients, and help take the company to the next level.

### - Position Summary -

The Client Service Manager manages client communication and requests, ongoing support, delivery of creative projects, and works to grow the scope of the relationship with Eldie Web Design and Marketing. The Client Service Manager needs to have the ability to balance the big picture of client strategy with the detailed aspects of projects and tasks, while always focusing on growing the relationship. This is not a sales position.

### - Duties and Responsibilities -

- Anticipates and identifies viable needs for existing clients.
- Prepares and implements regular communication and project updates with clients as priority dictates.
- Weekly internal project meetings.
- Works with internal team to ensure client needs are being met.
- Occasional in-person client meetings (usually local, never overnight).
- Ability to see high level overview as well as creative detail.
- Manage Projects from start to finish working with clients to gather info and disseminate out to the various teams.
- Write monthly client reports.

## **- Requirements -**

- Consultative.
- Organized.
- Self-starter with high energy level, self-confidence and self-esteem.
- Track record of success in a similar role.
- Ability to conceptualize functions and benefits of creative websites, web services, and web applications.
- Ability to create optimization strategies for Search Engines
- Good understanding of internet trends and technologies.
- Effective at identifying critical business issues and matching needs with Eldie Web Design and Marketing products/services.
- Client-focused; comfortable and professional when talking to clients.
- Preferred minimum of 2 years' experience in an agency.
- Excellent verbal and written communication.
- Ensuring our customers find success through our products and services through seeing a positive return on their investment

## **- Goals -**

- Acquire more Google Reviews for Eldie Web Design and Marketing.
- Acquire more referrals from existing clients for Eldie Web Design and Marketing.
- Maintain a high client retention rate.

## **- What's in it for you -**

- Opportunity for growth and leadership within the company.
- Opportunity for position to grow into full time/salary with benefits.
- Get in at the ground level with a quickly growing company.

## **- About Eldie Web Design and Marketing -**

Eldie Web Design and Marketing is a growing web design and development, branding, and internet marketing company with over five years of experience in the Tri-City market. Since 2015, we have maintained our mission statement of adding value to our clients, exceeding their expectations, and growing their business. Eldie Web Design and Marketing is a full-serviced company uniquely positioned to bring high-end services to a spectrum of industries. Our business development services are in demand, and sell themselves.