

We are communications and strategy company.

We do PR, social media, digital, employer branding and recruitment marketing.

Our clients are Share Service and BPO, Technology & Software Development, Digital Consulting, Commercial Developers & Investors.

Client Service Director

Responsibilities:

- » Developing and executing a growth strategy focused both on financial gain and customer satisfaction in cooperation with the Board.
- » Building long-term relationships with the Clients – both current and new ones.
- » Being a strategic point of contact for Key Clients.
- » Resolving Client issues effectively.
- » Advising Clients on the short- and long-term strategies.
- » Effectively managing a team of ~25 Consultants.
- » Coaching, training, and managing performance of team members.
- » Fostering knowledge-sharing across all disciplines internally to ensure collaborative and informed work.
- » Motivating and inspiring the team.
- » Creating a productive and empowering working environment.
- » Leading new business efforts and determining the optimal staffing assignments for new initiatives.
- » Having responsibility for accomplishment of budgets and targets set up for selected Clients.
- » Measuring and monitoring the projects profitability.
- » Managing sales plans and after-sales support.
- » Building brand awareness.
- » Working closely with the Board to ensure best in class Client experience.

Requirements:

- » Experience in one of the areas: marketing, digital, integrated communication, real estate, PR, Employer Branding.
- » Experience in running a team.
- » High competence in project management.
- » Experience with digital and new media.
- » Proven marketing communication campaign experience.
- » The ability to build long – term and deep relationships with Clients.
- » Customer-oriented approach.
- » Strong knowledge of customer service delivery, problem resolution, business processes, workflow, project management.
- » Proven ability to manage budgets.
- » Proven leadership experience and strong people management skills.
- » Excellent interpersonal, written and oral communication skills.
- » Fluency in spoken and written English (any other language would be plus).
- » Strong copywriting skills would be an advantage.
- » Experience in translating strategy into operational plans.