



Manager of Client Services

BrightWave Marketing is North America's leading email marketing focused digital agency. We partner with our clients to develop, manage and optimize digital programs that drive revenue, cut costs and build relationships.

As Manger of Client Services for BrightWave Marketing, the candidate must have a passion for interactive marketing, including email, mobile and social marketing programs as well as the ability to serve a blue-chip roster of clients with integrity and a strong attention to detail.

Specifically, the candidate must be able to produce and execute on award-winning strategic and tactical marketing programs that continually drives the clients' marketing goals. Candidates should be familiar with digital marketing performance metrics and project management fundamentals. Strong communication and interpersonal skills are required for this position. The candidate must also be able to multi-task and work collaboratively with design, production, product marketing and information technology departments.

The candidate must have interactive marketing agency experience from an agency or client facing position and the candidate should be able to lead and execute. The right candidate will have many opportunities to develop additional skill sets, enhance their career and compensation in a faster than normal fashion.

Responsibilities Include:

- Primary client contact for major accounts
- Manage marketing program details and expectations with clients
- Provide strategic leadership and consultation to clients
- Develop and execute effective email, SMS and social marketing campaigns
- Manage digital messaging program oversight
- Evaluate program performance and provide recommendations for enhancements

Desired Qualifications:

- Detailed project management skills and experience
- Project client services management background and experience
- Interactive marketing experience within an agency
- Strong communicator with ability to articulate ideas, both written and verbal
- Intermediate strategic and tactical marketing skills
- Ability to think creatively and strong attention to detail
- Ability to work independently and with minimal structure
- Ability to lead cross functional teams
- Strong working knowledge of Microsoft Office programs - Word, Access, PowerPoint and particularly Excel

Education and Experience Requirements:

- BA or BS required
- 3-5 years of agency experience; 1-2 years of digital marketing experience preferred
- Strong references

Contact: jobs@BrightWaveMarketing.com

Please include **Manager of Client Services** in the subject line with a cover letter, resume, overview of email experience and desired compensation. BrightWave Marketing, Inc. is an Equal Opportunity Employer.

For more information, please visit BrightWaveMarketing on the web at www.BrightWaveMarketing.com.