



**Director, Client Services – New York City, NY**

**Job Summary:**

The Director, Client Services is a management level position and requires expertise in client acquisition, development and retention. This person must be able to communicate interdepartmentally and organize key stake holders/decision makers ensuring timely action on all segments of client accounts. This person owns the relationship with the clients to provide one main point of contact, and leads/coordinates the appropriate internal media planning/buying teams to support client goals.

**Essential Functions:**

- Maintain extensive knowledge of company's products and services. Must also stay informed of marketplace climate within the vertical and stay abreast of industry and competitor news.
- Lead business development related activities that include meetings, presentations and development of proposals.
- Identify and present up-sell opportunities as well as cross sell across USIM divisions
- Act as the point-of-contact for assigned clients, maintaining relationships and favorable contacts, and continuously meeting client expectations to solidify and grow the business.
- Work with assigned clients to define strategies, metrics, benchmarks and objectives for each assigned account to measure performance against achieving those needs and objectives.
- Preparation of new campaign requests, proposals, IO's as requested
- Ensure that projects meet deadlines, perform against key metrics and stay within budget
- Maintain positive working relationship with internal and external partners

**Responsibilities**

- Own and maintain relationships with clients to ensure alignment of goals and objectives with internal planning, buying and ops teams for all media. Detailed responsibilities include:
  - Establishing status calls/meetings, updating and distributing status reports/agendas
  - Communicating client goals/objectives across internal teams, quickly updating teams when changes arise.
  - Maintain direct communications with client, including relevant teams as needed.
  - Manage all client paperwork – client masters, media approvals, press releases, accounting/invoice questions/issues

- Support executive team on projects and proposals as needed

**Knowledge, Skills and Abilities:**

- Excellent communication, interpersonal, and relationship-building skills
- Strong leadership and high level project management capabilities
- Creative approach to up-selling to an existing client base and generating new business
- Working knowledge of online/offline media channels and tactics

**Required Education and Experience:**

- Bachelor's Degree in Business, Marketing/Media, or a related field from an accredited college or university, or four years of professional business experience
- 5 years of business experience, at least 3 years in a leadership role with a team.
- At least 3 years' experience in traditional and digital media

U.S. Interactive Media offers flexible benefits and compensation packages that allow our employees to make choices that fit their individual lifestyles. Some of our benefits include:

- Competitive Salary
- Health/Dental/Vision Insurance
- Business casual dress code
- Paid Holidays, Sick and Vacation
- 401k

U.S. Interactive Media is part of US International Media (USIM), one of the fastest-growing, full-service media management companies in the United States.

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