



### **Client Success Specialist**

exploreMedia is recruiting a Client Success Specialist to join our team. This important position is responsible for developing client relationships that promote retention and loyalty. The client success team ensures our clients are satisfied with the services they receive to improve upon areas of dissatisfaction. They are expected to provide a moderate level of technical support to customers with the goal to keep clients satisfied with the business's products and being technically competent enough to resolve issues without much back and forth. The position will work closely with the Director of Digital Operations.

exploreMedia's fast-paced environment requires attention to detail along with strong organizational and time management skills. The primary job duties and responsibilities include, but are not limited to:

#### **RESPONSIBILITIES:**

- Collaborate with the Sales Managers to maximize digital ad sales opportunities
- Assist Strategists with digital campaign recommendations, performance recaps, and KPI alignment
- Coordinate with digital support members to ensure campaigns launch smoothly and deliver flawlessly
- Serve as a trusted client contact, translating objectives into actionable digital strategies
- Lead optimization and creative direction for active campaigns to maximize ROI
- Present campaign strategies, reporting, and insights in a clear, compelling way to clients
- Stay ahead of emerging digital marketing trends and continually build technical expertise

#### **QUALIFICATIONS/REQUIREMENTS:**

- 2+ years of experience in digital sales, digital marketing, or related field
- Solid understanding of digital marketing channels: SEO, SEM/PPC, social, and programmatic advertising
- Strong collaborator with excellent multitasking and problem-solving skills
- Effective communicator, both written and verbal
- Comfortable in both B2B and B2C environments
- Proficiency in Microsoft Office; Google Analytics certification preferred
- Excellent organizational skills

#### **PAY STRUCTURE:**

This in-office salaried position is an entry to mid-level position with quarterly bonuses. Our benefits package includes Blue Cross-Blue Shield Group Health & Dental, paid holiday and vacation time, along with a 4% matching 401K program.

- Yearly Salary: \$45,000 paid bi-monthly (based on experience)
- Bonus opportunities dependent on business drivers typically range from \$4-8K/year and begin after six-month probationary period

exploreMedia is a fast-growing digital advertising and media company in the Montgomery, Alabama area. We strive for excellence and seek individuals who do the same, fostering a culture that values internal growth and career advancement. Our creative, editorial and sales professionals work together to provide unique and valuable information to serve our niche audiences over multiple platforms. We create marketing campaigns that include traditional, social, digital, and earned media tactics. Our publications include the *Know the Community* Newcomers Guide, and the *CentRAL Inc!* business journal.

Please send your resume and references to Jina Miniard at [jina@exploremedia.com](mailto:jina@exploremedia.com).