

Job Opportunity: Client Services Manager

Job Summary

The Client Services Manager ensures a high level of client service and oversees timely management of projects.

Additional responsibilities include:

- Train new clients on software system, triage and resolve issues
- Develop and update software training materials
- Support our account team by developing timelines and managing project progress
- Coordinate print production, personalization, mail, premiums and digital launches
- Manage relationships with vendors and freelancers for timeline and quality
- Provide excellent client service by responding to direct inquiries, address project concerns in a timely manner in addition to building and maintaining positive relationships with clients
- Manage client email service accounts and coordinate scheduled deliveries

Job Type / Category

- Website management
- Project management
- Print production, mail and personalization

Required Skills and Qualifications

- Ability to build and maintain client relationships
- Quick to learn software systems
- Manage multiple projects rapidly and in prioritized sequence
- Adjust to rapidly changing requirements and schedules
- High level of communication skill (written and oral)
- Show leadership by consistent positive example

Education and Experience

- 3-year college education or equivalent
- 2-3 year experience in client services/support

Company Profile

Barefoot Creative is a marketing agency with a focus on non-profits
Job Type: Full-time