

United Kingdom Jobs Expertini®

Customer Success Manager

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Company: Social Native

Location: United Kingdom

Category: other-general

Described as the "Uber of Content", Social Native is a marketplace technology company that empowers marketers to create, source and optimize authentic visual content in the most efficient way possible. Leveraging the world's first AI-powered creative platform, brands such as Unilever, Adidas, L'Oréal, Crocs and Nestlé Waters partner with Social Native to improve the performance of their paid and organic social strategy with a combination of Influencer Marketing, Custom Content, and Content Editing solutions.

With our acquisition of Olapic, we're changing the way marketers evaluate, refine and optimize their visual content strategy. This move solidifies our goal of delivering an all-in-one platform providing brands with data-driven insights, scales content creation, measures the impact of their work, and optimizes content and influencer strategy for even greater results.

We're looking for a passionate Customer Success Manager to join our fast-growing team. As part of the Customer Success team, you'll manage key accounts, build long-term, trusting relationships, become an expert on all facets of our platform, and work cross-functionally with Marketing, Sales, Product, and Operations to create optimal experiences and bridge the gap between product and customers.

If you're customer-oriented with a 'can do' attitude and have experience driving marketing strategy, this position is for you!

Responsibilities

- Drive partner relationships with brand & agency clients to create content for multi-channel marketing programs, including eCommerce optimization and social media campaigns.
- Advise partners on content strategy and execution.
- Proactively identify, develop, and support revenue growth opportunities while building relationships as a trusted advisor to our partners.

- Exceed revenue goals based on maintaining current business and securing upsell/renewal opportunities with current partners.
- Maintain high partner satisfaction by project managing all day to day activities while keeping the partner informed of progress, opportunities, and performance.
- Manage technical resources based on project/campaign timelines with complex and varied business needs.
- Address high severity requests with urgency to drive resolution.
- Continuously share examples and best practices among our client base, educate them on industry trends, new releases, and product enhancements.
- Develop and maintain a deep understanding of the analytics and ROI behind our tools, to tangibly communicate their value.
- Communicate program progress clearly to internal and external teams by reviewing KPIs to benchmarks, ensuring we exceed objectives.
- Maintain strong cross-functional relationships with internal stakeholders including Sales, Operations, Support, Product, Tech.

Skills & Qualifications

- 3+ years of relevant work experience required
- Brand Marketing/Strategy, eCommerce, Influencer, or Content Marketing experience preferred
- 1-2 years of project management experience preferred
- Proven account management experience where you are defined by your client's success metrics and their satisfaction.
- Strong knowledge of online advertising landscape – social, influencer marketing, display, programmatic, search, SEM.
- Strategic thinker with analytical experience, attention to detail, and confidence in leading client engagements.
- Self-motivated and results-oriented, strong analytical skills, and a team player.
- Heavy project management experience managing multiple projects at a time while paying strict attention to detail, preferably in a digital account environment.
- Experienced in building and maintaining strong, long-lasting client relationships.
- Experience in delivering client-focused solutions based on customer needs.
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level.
- Excellent listening, problem solving, and negotiation skills.
- Excellent verbal and written communications skills.
- Excellent presentation skills.
- Self-starter who thrives on innovation and driving ideas forward.
- Experience managing/balancing multiple projects and stakeholders.
- Organized and high attention to detail.
- Thrive in a fast-paced environment
- Experience up-selling.
- BA/BS degree or equivalent.
- Marketing background a plus.
- G-suite, Powerpoint, Keynote, Excel, Word, etc.
- Fluency in French preferred

Perks

We love working at Social Native and we think you will too! Come see what it's like to work at a fast-paced, venture-backed tech startup. We are looking for smart, driven, fun people that are eager to take ownership of meaty projects and be a part of building something great.

- Highly engaged “Fun” Committee to keep work enjoyable
- Medical & Dental Insurance, and Eyecare vouchers to meet all your healthcare needs
- 28 paid holidays
- Competitive compensation structure
- Great matched pension scheme to save for your future, and so much more!

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