



## Client Success Coordinator

**Position Title:** Client Success Coordinator

**Reports Directly To:** Director of Client Services

**Location:** Remote Employee or Rockland, ME

**FLSA Status:** Hourly

### Summary:

This position is focused on providing excellent customer service to our clients and partners. Those in this position will work to ensure client satisfaction by managing client relationships, setting correct expectations, and communicating with clients effectively. He/she is the ambassador for the company, promoting Dream Local to the local/national community. Therefore, conduct must be professional at all times.

### Responsibilities:

- Strong Communication skills
- Communicate effectively with clients via phone and email
- Sets and maintains client expectations
- Understand and speak confidentially about our product line and process
- Act as team member of partner agencies
- Transfer client information into project management system in a timely manner and notify those assigned to project
- Present deliverables confidently to clients via phone or email
- Coordinate client and team member schedules to book appointments
- Contact clients frequently and consistently to keep projects moving forward
- Send progress reports and explain client analytics and performance
- Determine and communicate upsell opportunities

### Qualifications and Skills

To perform this job successfully this individual may be required to travel based on a client location. An individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong communication skills
- Basic knowledge of social media channels and online marketing concepts
- Other duties may be assigned as needed

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- Conducts himself/herself in a professional manner at all times
- Follows all rules and regulations set forth in the latest Employee Handbook

## Requirements:

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** BA/BS degree in an appropriate discipline preferred.

**Supervisory Responsibilities:** N/A

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Dream Local Digital is an Equal Opportunity Employer. Receipt of this job description does not constitute a promise or guarantee employment.