



Client Services Manager

LOCATION: Chicago, Boston, NYC

REPORTS TO: VP, Client Services

FLSA STATUS: Exempt

DATE: November, 2016

WHO WE ARE

ownerIQ, known as “The Q”, digitally connects retailers and brands through the power of second-party data, providing transparency, scalability, and relevancy within digital marketing. ownerIQ changes the way retailers, brands and e-commerce websites run their digital advertising campaigns, reaching consumers both online and in-store. We are over 200 Q’ers strong with 7 locations across North America, united by one vision to continuously evolve digital advertising.

We’re on the hunt for talented people who are passionate about the future of digital advertising to join our dynamic team!

WHAT YOUR ROLE WILL BE

The Q is seeking a Manager of Client Services to oversee customer service and campaign management for OwnerIQ’s direct clients and agency channels.

This influential role will focus on client retention and account growth, leading a team of Account Managers responsible for delivering market leading service to our agency and client customers. The CS Manager will act as a leader cross-functionally to resolve complex customer problems.

- Work collaboratively with Sales, Client Consulting, Marketing, Launch/Delivery, and other OwnerIQ Teams to shape new product offerings for agencies and direct clients
- Direct timely launch of campaigns by overseeing team responsible for defining campaign blueprints, collecting customer deliverables, and coordinating campaign launch with Launch Team
- Train and develop Account Management team

DESIRED QUALIFICATIONS

- Bachelor’s degree required
- 5+ years of professional experience within the digital advertising ecosystem
- Previous management experience on a client-services team
- Extensive background in multiple customer-facing positions
- Ability to set priorities across multiple projects and clients, manage one’s time, and meet deadlines in a dynamic work environment



WHAT THE Q CAN OFFER YOU



A competitive, market-valued salary
– we value experience and are willing to pay for it



An attainable quarterly + annual bonus structure – our hard work is rewarded on a frequent basis



Equity grants – we strive to include all employees in the Q's financial success



Comprehensive medical and dental insurance plans – a healthy Q'er is a happy Q'er



Parental Leave leave for both new moms & dads – up to 12 weeks paid to spend time with your new bundle of joy



10 paid holidays and 4 weeks of PTO – rest & recharge time away from the Q are essential to work/life balance

PERKS!

- An open office set up and casual dress code – everyday is Casual Friday!
- A dynamic, lightning-speed pace with an entrepreneurial spirit – you will NEVER be bored here
- A commitment to employee wellness through fresh fruit delivery and various fitness reimbursements
- An equally important commitment to FUN with beer fridges, Bagel Fridays, monthly catered lunches and quarterly outings

Sound like your dream job?

We'd love to hear from you! Send your resume and a blurb about why you're perfect for the Q to greatjobs@owneriq.com.

EEO STATEMENT

ownerIQ provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ownerIQ complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

ownerIQ expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of ownerIQ's employees to perform their job duties may result in discipline up to and including discharge

