

In the past year emarsys UK has grown exponentially and is a leading Email Platform and Service Provider in the UK with hundreds of international clients and cutting-edge technology, currently emarsys has offices in London, Vienna, Munich, Berlin, Paris, Zurich, Hong Kong and Beijing. As part of its rapid expansion programme emarsys is now looking for additional talent staff to drive its growth forward. As a Client Services Director with emarsys UK you will work within a young, dynamic Client Services team managing a variety of emarsys UK clients.

More than 800 companies and agencies worldwide are among our satisfied customers and send a combined volume of more than 3 billion emails each month using our email platform. Customers include Europe's leading e-commerce companies such as Zalando, Vente-Exclusive and Kupu VIP. We also manage the work for eBay globally, Vodafone, Coca Cola, Canon, Motorola, Honda, Burton, Playboy UK, Zurich Insurance, Deloitte and many more.

## Client Services Director - London

### Responsibilities:

- Manage a large team responsible for client service delivery on email marketing campaigns.
- Be the senior management point of contact for the client on Service Delivery issues / escalations
- The ability to demonstrate an inclusive style of leadership, supported by clear understandable strategies with a strong focus on results.
- Responsibility for the full account management life cycle (setup, custom implementation, on-going development and retention)
- Leading and managing key e-commerce client relationships and programs/campaigns
- Weekly meetings with our largest clients, to ensure we are on top of all their concerns
- Develop and cultivate relationships with all key clients at the most senior levels
- Identify clients' requirements and develop accountable marketing programs to deliver business results and drive innovation
- Management of customer relationships, conducting regular training sessions
- In-depth analysis of email marketing activity and performance
- Presentation and training of email marketing software to existing customers
- Increase revenue by identifying and growing existing business and assisting the Sales department with new business opportunities
- Stay abreast of trends in the digitally enabled world and understand the unique opportunities and challenges that affect clients' business and marketing initiatives
- Ensure work is coordinated and delivered on time to a high standard of accuracy and quality
- Management of junior members of the team to make sure tasks are completed on time and to client's full satisfaction
- Manage, develop and grow the Account Management team

## Desired Skills & Experience

- Experience within Software-as-a-Service (SaaS) applications for Online Marketing, CRM or Campaign Management is a plus
- E-Marketing Know-how
- Previous experience in the Email Marketing industry and/or Email Deliverability

## Requirements:

- The ideal candidate for this role will have a large amount of experience within Client Services and online marketing.
- The right candidate will have previously managed many high profile client accounts and team(s) of Account Managers.
- The ideal candidate will have Bachelor's degree, MBA a plus.
- The right candidate will also have the ability to work in team, outstanding motivation and strong commitment.
- The Ideal candidate will have a sound technical background, with a strong focus on online marketing and knowledge of HTML is an advantage.
- Excellent knowledge of PowerPoint and Excel is a must.
- The right candidate will be able to multi-task, managing a team and have the ability to work Independently, which may involve working extra hours.
- The ideal candidate will have exceptional presentation, written and verbal abilities.
- The right candidate will also reside and be eligible to work in the UK.

## What we Offer

- A job with a dynamic and experienced team of professionals
- A company with an international outlook and a good market positioning
- A very fast growing business
- Competitive remuneration
- Laptop, Phone and paid expenses.

Interested? Send your CV and a covering letter via email to: [mohammed.osman@emarsys.com](mailto:mohammed.osman@emarsys.com)

Find out more about us at: [www.emarsys.com](http://www.emarsys.com)