

Position: ***Client Success Executive, EMEA***  
Location: **Central London**  
Reports: **Head of Client Success**  
Job Type: **Client Success**

[Apply now](#)

**The Position:**

An opportunity for an enthusiastic individual to join our client to work across its business with media, creative agencies and publishers. We want to take our clients on a journey, to ensure that they are partnered with a trusted and reputable company.

The first part focuses on the beginning of a client journey. This requires working directly with clients within the creative and media agency world. The second is Publisher focused, where the candidate is responsible for media planning, managing the day-to-day relations with our blue-chip publishing clients but also to ensure that each campaign has sufficient inventory for delivery.

This is a hands-on role, you will be the main point of contact externally throughout the client journey, therefore the ability to communicate effectively and provide outstanding service to all our clients and agencies are both key.

You will need to manage your time effectively, successfully coordinating cross-department efforts. You will be liaising directly with internal Design, Ad Operations and Integrations teams on a daily basis, ensuring campaigns and sites go live on time.

You will also be responsible for providing support internally to the Commercial team; giving regular updates on campaigns, helping support them with briefs, as well as joining them on client creative calls.

Being able to multitask, as well as use initiative, are essential; the role requires an organised individual to be able to keep track of and report on all activities, and take ownership of both client partnership and also the campaign journey for the client.

**Responsibilities:****Client Success**

- Working together with the team to determine how campaigns should be allocated
- Supporting Sales and Clients
  - Organising and leading creative calls to ensure Clients understand our client's product requirement
  - Providing support to Sales at brief stages for creative, inventory and data queries
- Working closely with the Head of Client Success to ensure that all campaigns are managed effectively and timelines are communicated with clients
- Planning / inventory management for EMEA campaigns. To determine that the budget is allocated to the relevant sites within the Our client network, factoring in relevance to the brand as well as Publisher margins
- Working closely with Ad Operations to guarantee that campaigns are delivered on a data and contextual level
- Working alongside our Data lead, ensuring that all data targeting needs are met for campaigns
- Essential to ensure all aspect of the role is met - providing screenshots and end of campaign reporting to agencies and monitoring Publisher fill rates (inventory)
- Support Head of Client Success and Senior members internally, to ensure delivery of our campaigns

**Skills:**

- Positive, enthusiastic and passionate
- Excellent verbal and written communication skills
- Proactive approach to work, hands on
- Presentation skills
- Organised and strong attention to detail
- Experience in client facing role
- High degree of self-motivation; works well both as an individual and as part of a team
- Knowledge and understanding of digital media & digital advertising
- Propensity to adapt to changing environments
- Good understanding of creative format execution

**Experience:**

- Minimum 1 year in a digital creative / ops role
- Relevant degree

**Languages - German or French desirable**

Our client is an equal opportunities employer committed to building a diverse environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

[Apply now](#)