

## **CLIENT SERVICES MANAGER, TEL-AVIV**

We are seeking a results-oriented, entrepreneurial and sales oriented account manager based in Tel-Aviv as a full time addition to our team.

mediasmart is one of the promising start ups in the European mobile advertising landscape. The company is backed by Kibo Ventures and Komm Investments and it is profitable, so it does not depend on further external investment. Having been one of the first companies entering the growing programmatic ecosystem in mobile, mediasmart is very well positioned, particularly in the Israeli market, and has been consistently growing at triple digit annual rates. Early achievements and potential have been widely recognized with multiple awards.

mediasmart has developed its own programmatic demand side platform and owns its full tech stack. Customers are advertisers, media agencies or other companies on the demand side of the value chain, who license mediasmart platform and can use mediasmart's web interface, or integrate their own solutions via APIs.

If you are looking for challenges, growth opportunities and a great learning experience with a young team that strives for innovation and quality of service, this is the company for you. This role has enormous potential to shape the company and drive growth in Israel, where we already have many customers, in an industry that is already growing exponentially as it is.

For more information on the company and our team, please go to our website: [mediasmart.io](http://mediasmart.io).

### **Responsibilities**

mediasmart is looking for a client services manager with experience in the mobile space. In this position, you should contribute to grow mediasmart's revenue in the territory under your responsibility, with a specific focus on the cultivation of ongoing relationships with clients who leverage the mediasmart DSP platform to run effective mobile advertising campaigns. You should educate clients on the benefits of mediasmart's technological capabilities and expertise.

You would be expected to be a high level individual contributor who focus on growing existing clients but who can also leverage your industry knowledge to generate additional demand.

You would work directly with the Head of Sales in Israel and the Client Services Director and would be directly responsible for managing all clients in your territory. Below are some of the specific responsibilities we envision for the role:

- Provide direct support and act as the liaison between Israeli existing clients and mediasmart for all day-to-day technology, operations and product related matters.
- Ensure quality of service, working within a driven and highly motivated team to provide a world-class client experience.
- Proactively provide training on new functionality, formats and inventory available in the mediasmart platform on a regular basis. Ensure that the client always has the latest information available, uses mediasmart effectively, and where necessary develop localized support material.
- Provide detailed analysis of client campaigns, deliver optimization advice and provide best-practice training.
- Understand client objectives and measurements for success, and daily monitor campaign performance and delivery. Find trends, recognize and trouble-shoot weaknesses.
- Manage client requests for features & integration, gathering specs, organizing requirements based on priority levels and working with the mediasmart team to inform the client regularly on status and delivery dates.
- Work closely with the technical and product team to provide ideas for system improvements.
- Identify local market opportunities and potential new clients.

## **Requirements**

- Fluency in English, both written and spoken.
- 3 years of experience in programmatic digital media, preferably in roles including account management, presales, customer support or trading. Experience with mobile ad operations is a plus.
- Passion for numbers, data-analysis, and other methods of statistical analytics, with exceptional analytical skills and experience working in a metrics-driven organization.
- Proficiency with metrics used in digital media and experience managing and optimizing digital advertising campaigns to achieve a broad range of marketing objectives.

- Disposition to interact with customers, educate them and solve their problems. Teaching experience is a plus.
- Proactivity, critical thinking and good disposition for working in teams.
- Analytical / Technical academic degree is a plus

### **Skills**

- Team player who takes on leadership roles.
- Analytical, curious, goal-oriented. A problem solver who is proactive and not satisfied until effective solutions are found.
- Strong orientation to detail, with an ability to collect and organize data, understand the results and communicate them effectively.
- Excellent interpersonal and communication skills, both written and oral.
- Able to think independently and prioritize accordingly.
- Strong sense of urgency in responding promptly to client and internal requests; regularly achieves inbox zero
- Excellent organization skills and ability to work effectively in teams.