

CLIENT SOLUTIONS MANAGER – NEW YORK

Media Innovation Group



Media Innovation Group helps marketing strategists navigate a rapidly-changing digital multiverse with certainty, and build an enduring business advantage. We can tell you with authority whether a given investment will deliver your business objectives, fall short, or overshoot the runway. Behind Media Innovation Group is the world's largest buyer of media, WPP. We know exactly what it takes to achieve a result in digital marketing.

We can help you evaluate opportunities, risks, and solution providers. Some clients hire us just to identify the most capable partners for their requirements or for due diligence on a potential acquisition. The Media Innovation Group has offices in New York and London, and operates globally. Please visit www.themig.com for more information.

Join Us:

Media Innovation Group is looking for an experienced Client Solutions Manager to improve our customers' experience through systematic analysis and problem-solving. As a Client Solutions Manager, you will be responsible for leading technical conversations with our client agencies.

The Client Solutions Manager is the platform usage expert team and is well positioned for roles in the service and technical organizations within Media Innovation Group. You will also be instrumental in the analysis of our clients' needs and behaviors to improve our team's service level and efficiency. You will be responsible for developing deep cross-collaboration with our Service Management and our development team to ensure we remain ahead of the pack.

You will collaborate with a group of quick-witted coworkers and clients who are all passionate about digital media. You will engage with our clients in professional and social settings, build relationships and define and implement products which make us indispensable to agencies and advertisers.

This is a high profile position with a wealth of opportunities for growth professionally and personally. We believe in the power of digital media to transform the way businesses and consumers can interact. You must believe as well.

What you will do:

- Respond to, analyze and investigate client issues and questions, pointing them to the appropriate solution, or workaround
- Consistently deliver high level of customer satisfaction
- Drive the commercialization of new products by developing technical solutions to industry challenges



- Identify functional and process improvement areas
- Interact directly with clients as required
- Collaborate with product teams and senior management on defining product direction
- Communicate project and product status and outstanding issues to service team and customer stakeholders
- Wear jeans to work occasionally, sport khaki pants and a logo'd golf shirts when meeting with the engineering team and don a suit (no tie) when necessary for key client meetings

What you will need:

- Highly organized with strong quantitative analytical skills
- A passion for digital marketing
- Demonstrated success in managing large scale technical projects
- Experience in digital technology
- Sound business judgment
- Ability to understand and communicate complex technology and business concepts quickly to a variety of audiences
- Presentation and communication skills
- Hands on experience working an ad server (OAS, DFP or Atlas) and or a search platform

A Major Plus:

- Sense of humor
- Solid Excel skills
- Publisher and/or start up experience

We offer:

- Highly competitive compensation commensurate with experience
- Generous Paid Time Off
- Medical and dental insurance
- 401(k)
- Flexible Spending Plan
- Friendly Fun, Diverse, Hard Working Environment

Please send all resumes in Word format to molly.mackey@themig.com.