

Client Solutions Manager

Media Innovation Group

The Media Innovation Group (MIG), a WPP company, develops technology products that help agencies and advertisers improve the process of planning, buying, trafficking and optimizing digital media advertising campaigns to generate long term business value. The MIG's proprietary flagship offering, Zeus Advertising Platform (ZAP), is the industry's most robust multi-channel digital advertising technology platform solution. Founded upon a unified data management platform, ZAP powers the MIG to help clients better connect, analyze and action all digital consumer touch points and optimize digital media campaigns across display, search, video and mobile. The MIG's digital advertising optimization service is the leading agency offering for acquiring and optimizing digital advertising. The MIG has offices in New York and London, and operates globally. Please visit www.themig.com for more information.

Join Us:

The MIG is looking for an experienced client solutions manager to improve our customers' experience through systematic analysis and problem-solving. As a client solutions analyst 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 the MIG. 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 WPP agencies. 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

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- 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

Location: Singapore

We offer:

- Highly competitive compensation commensurate with experience
- Generous Paid Time Of
- 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