

Digital Marketing Account Services Director

9 Clouds is an inbound digital marketing and education firm that connects businesses with leads and customers online. 9 Clouds is an established business with a small team looking for a motivated and organized individual to help us continue to grow.

Details:

Full-time salaried position. 9 Clouds is Sioux Falls-based, but has remote team members.

Responsibilities

- Create and implement best practices with emphasis on process optimization for account services team
- Provide leadership and oversight to account team, including career guidance and mentoring
- Encourage development of relationship building practices with clients for account managers
- Collaborate with Creative Director on process and team building
- Manage set-up execution and kick-off of new clients
- Prepare for and lead 3-month client, internal check-ins
- Manage the workload of the creative team with the other Account Team members
- Inspire a culture of problem-solving and collaboration
- Help evaluate and assist with the execution of our training programs and orientation, as needed; aligning training with each new employee's needs
- Pursue educational opportunities and conferences to gather information for and improve the account services team
- Manage the project management of 9 Clouds marketing
- Account Management
 - Maintain client-facing relationships
 - Manage development and execution of digital marketing strategies and tactics with teammates including content schedule, platforms and measurements
 - Manage weekly client communication and lead and participate in client meetings taking notes, as necessary, for strategy execution management
 - Review monthly reports highlighting leads, sales and key benchmarks
 - Manage execution and completion of client onboarding / offboarding tasks
 - Ensure deadlines are fulfilled and budgets are met by all project contributors
 - Create monthly reports for leads, sales and key benchmark highlights and as needed for client brand programs
 - Oversee workload of content creators who are in charge of creating content such as emails, online ads, blogs and landing pages
 - Perform Account Coordinator tasks, as needed
- Develop content for 9 Clouds promotion and internal strategy
- Learn and use marketing software
- Generate new ideas and opportunities to ensure client success

Requirements

- Comfortable communicating with clients and third parties
- Experience leading and developing a team
- Work well independently and collaboratively
- Great time management skills
- Value organization
- Love to hustle and work in a fast pace environment
- Self-taught learner willing to keep up-to-date on technological changes and how they could be used by 9 Clouds

Bonus Points

- Previous experience with digital and social media tools
- Interest in the automotive, healthcare, livestock and/or manufacturing industries

Perks

- Competitive salary (based on experience)
- Paid vacation and sick days
- Group health insurance access with company contributions
- Retirement contributions
- Access to supplemental insurance
- Cell phone stipend
- Sabbatical program
- Flexible work environment
- Summer hours Memorial Day to Labor Day
- Attend events and conferences
- Responsibility and autonomy
- Be an important part of a small team

To Apply

Send your resume and cover letter to jobs@9clouds.com.

No deadline for applications, but when we find the right person, we'll hire.