

CLIENT SUCCESS MANAGER



OUR COMPANY + CULTURE

When the pandemic turned the event marketing industry upside down, BDI quickly pivoted and hit the ground running. As an account-based event marketing agency for B2B companies that has produced over 225 virtual events since March 2020, we've grown rapidly, successfully positioned ourselves as masters of our craft, and have proven that no challenge—or pandemic—can slow us down.

We're a vibrant, collaborative, and energetic team that loves to dive head-first into our work. With the shift back to in-person and hybrid events on the horizon, we're ready to remain as a trailblazer in the event marketing space, all while working-from-anywhere, enjoying Zoom happy hours, and exchanging top-tier GIFs on Slack.

As a small-but-mighty, passionate, forward-thinking group of individuals who take pride in making a *difference* within our niche, we're looking to take on a like-minded team member who will continue helping us become the absolute best that we can be.

THE ROLE

We're looking for our newest **Client Success Manager**. We envision the Client Success Manager will:

- Coordinate and manage our virtual, in-person, and hybrid events from beginning to end
- Act as a BDI brand representative as the main point of contact with each client
- Align client objectives and expectations with the internal team's recommendations and goals
- Maintain, nurture, and grow client relationships through the events process, conversations about future events, and follow up after events
- Develop ABM invite lists using each client's targeting criteria and coordinate with the marketing team to execute successful invite campaigns
- Review event content and share feedback with BDI content writer based on an understanding of various target audiences
- Balance multiple clients and events on multiple timelines
- Manage, develop, and take on new areas of improvement or process that interest or excite you
- Host virtual events and, if desired, travel and host in-person events
- Innovate and share ideas for improving our processes with the team

WHO WE NEED

This job isn't for everyone. Only the most organized, communicative, and flexible self-starters will thrive in this environment and role. You should be:

- A great written and verbal communicator
- A seasoned collaborator who supports their team and shares in making the broader business successful
- A skilled problem-solver, capable of researching and brainstorming innovative solutions
- Meticulously detail-oriented, even when multitasking
- Skilled in Google Drive, MS Office, and possess general computer literacy

Preferred Qualifications:

- Bachelor's Degree
- 2+ years professional experience (beyond internships)
- Experience working in a service business or client-facing role

JOIN US

This is a (remote) full-time, salaried position. Amongst a lot more, we offer:

- A competitive base salary plus benefits
- Bonus structure for events under management
- A 401k plan with matching (after 6 months)
- Unlimited vacation days (after 12 months), 12 days for the first year
- A culture that includes a work-life balance focus and an agile, start-up environment
- Acceleration of your professional development with ample opportunities for promotions and growth

\$60 - \$70K annual compensation range (salary + bonus)

PLEASE SUBMIT BOTH YOUR RESUME AND A COVER LETTER TO CAREERS@BDIONLINE.COM TO APPLY.