

Director of Client Services

Job Description

Opportunity:

Reitdesign, a strategic marketing and design studio is currently seeking a Director of Client Services to join its fast-paced, award-winning studio. Candidate must be detail-oriented, client relations expert with the ability to manage multiple projects with tight deadlines. Must be a decision maker with excellent communication skills, a problem-solver who is extremely adaptable

Responsibilities:

- Manage day-to-day client relationships, including continuous client expectation setting, issue resolution and ensure work is produced on time and to project specifications
- Manage creative projects and serve as key liaison among clients, strategy, and design teams, clearly defining project scope, managing timelines and ensuring ongoing communication among all parties
- Act as the central point of contact and manage all projects from initial brief to implementation by directing, guiding and supporting the output for the creative team
- Oversee the financial aspects of all projects, effectively managing time, budgets, workflow and profit margin
- Own, develop & maintain all project plans, schedule, due dates, resource assignments, change orders, etc
- Drive the planning and delivery of new business opportunities, primarily with new clients and horizontally across existing clients
- Manage & develop proposals/RPF and participate in presentations

Qualifications

- 8+ years of experience
- Demonstrated ability to perform at a senior level with clear and effective communication skills (speaking, writing and presentation)
- Exceptional new business development and client facing skills
- Project management methodology and certifications – demonstrated ability to develop project plans, specifications, perform resource allocation, issue resolution & risk mitigation
- Demonstrated ability to manage multiple projects, clients and diverse project teams on time and on budget
- Account management experience
- Experience in growing, managing and inspiring internal teams; strong leadership and organizational skills must be complemented by a relationship building management style
- A strong problem solver, logical thinker and decision maker
- Comfortable working in a face paced environment, ability to manage and adapt to changes quickly and effectively
- Entrepreneurial mindset excited about working in an team based all-hands-on-deck mindset and wearing many hats environment
- Works without supervision & can maintain big picture perspective but operate at a detailed level

- Bachelor's degree
- Must be technology savvy and comfortable learning new applications
- Proficiency in Microsoft Office
- Creative suite+

About the Company

[Reitdesign](#) is an integrated marketing design studio based in New York City, providing a broad range of services including branding, content, packaging, print & digital to make brands shine. In business since 1995, Reitdesign has served clients of all sizes and categories with a portion of work each year dedicated to community projects and non-profit organizations.