

DIRECTOR OF CLIENT RELATIONS

Location: On-site (Greenville, SC)

Schedule: Full-time

Department: Client Relations

Reports to: President

JOB OVERVIEW

The Director of Client relations is responsible for overseeing the client relations team and ensuring strong client relationships, strategic guidance, and business growth. This leader is a strong team player who enjoys collaborating, managing multiple responsibilities, and taking initiative. The candidate will have sound judgement and use discernment in navigating agency and client challenges.

KEY DUTIES & RESPONSIBILITIES

- Client Relationship Management
 - Build and maintain strong relationships with key clients
 - Act as the senior point of contact for client escalations and major accounts
 - Ensure proactive communication and strategic planning for clients
 - Lead project and annual contract negotiations in partnership with team members
 - Identify and lead cross-sell opportunities
- Leadership and Strategy
 - Lead and mentor the client relations team
 - Develop and implement strategic plans to improve workflow throughout the agency
 - Ensure client deliverables are delivered on time, within budget and meet strategic objectives (and accuracy)
 - Partner with senior leadership to optimize client profitability
 - Partner with senior leadership for organic client growth and showcasing agency value
- Team Development
 - Recruit, train and develop client relations team
 - Foster a proactive, collaborative and positive team culture

REQUIREMENTS

- Bachelor's degree in Marketing, Advertising, Business or related field.
- 10+ years of experience in client service/account management within an advertising or marketing agency.
- Proven leadership experience managing multi-level teams.
- Strong client-facing and presentation skills.
- Strategic thinker with excellent problem-solving abilities.
- Exceptional communication, negotiation, and interpersonal skills.

CRAWFORD

- Deep understanding of advertising strategies and working across creative, strategy, media and other agency disciplines.
- Embodies Crawford's Core Values

WORK ENVIRONMENT AND EXPECTATIONS

- Fast paced and collaborative agency environments
- Ability to oversee and manage significant work volume
- Ability to travel as needed to client meetings and industry events

Please submit resumes to sydney@crawford.agency.

Crawford is an equal opportunity employer and value diversity at our agency.

We are committed to providing reasonable accommodations for qualified individuals with disabilities in accordance with applicable law.

Employment with Crawford is at-will, and this job description does not create a contract of employment.