



Title: Client Manager – North America

POSITION OVERVIEW:

We are seeking a dynamic and client-focused Client Manager to join our team at Snipp. The Client Manager will play a crucial role in ensuring client satisfaction, building strong relationships, and driving revenue growth. If you are a highly organized, proactive, and client-oriented professional, we want to hear from you.

KEY RESPONSIBILITIES:

1. Client Relationship Management & Communication

- Facilitate the onboarding of new clients and new client contacts to Snipp's ecosystem. This may include custom onboarding plans, in-person visits, welcome gifts, etc.
- Maintain ongoing contact with key accounts, ensuring a strong client relationship. This includes developing client relationships that support Snipp's conferences, online events or webinars to foster engagement and drive new business.
- Regularly ask for referrals (both vertically and horizontally) to expand the client network.
- Share relevant case studies, resources, and guidebooks to provide additional value to clients.
- Keep your sales partner informed of meaningful client updates and engage for large opportunities (large programs over \$250k, significant RFPs, MSA Renewals, etc).

2. Project & Account Management

- Lead pre-sales & scoping efforts with existing/active client contacts working with pre-sales desk accordingly. Coordinate negotiation between clients and the organization, ensuring a mutually beneficial outcome. Partner with sales team where appropriate.
- Manage communication with clients, collaborating closely with technical project managers and other cross-functional teams for support. Efficiently resolve client problems and concerns, providing recommendations for modifications to products or services as needed.
- Provide backstop support for PM on any opportunity specific client escalations; program clarifications, timeline risks, deadlines being missed, etc.
- Lead all campaign reporting; using Snipp provided dashboards or by partnering with analytics SME for any custom reporting needs.

3. Strategic Account Planning & Business Development

- Manage and oversee long-term account planning that identifies client opportunities, SWOT analysis, and defined growth plans. Request and review client marketing plans to align services effectively.
- Develop quarterly business reviews that include key metrics, operational performance reviews, competitor analysis, key performance indicators, and future opportunities.
- Proactively identify upsell opportunities within client accounts, offering additional services or enhancements to their existing promotions.
- Promote cross-product opportunities by recommending programs or solutions that align with client needs.
- Maintain an attitude of selling intentionally with a focus on account bookings goals, growth needs and an overall awareness of sales numbers. Pushing for more projects within a product suite, expanding to new product offerings and/or getting your sales counterpart further embedded into deeper account relationships.
- Account Tracking & Data Hygiene: Follow clients on LinkedIn, setup news alerts, subscribe to their marketing channels, be aware of client job changes and action accordingly.

4. Financial & Contract Management

- Oversee billing-related tasks, including managing scope changes and ensuring timely invoicing.
- Handle finance-related responsibilities, including reconciliation and program closeouts
- Stay on top of contracts, renewals, and MSAs, ensuring timely reporting and data entry into Snipp CRM system. Keep clients updated in the CRM and ensure all account information is accurate and current.

5. Additional Responsibilities

- Take charge of sweepstakes administration tasks, which may involve overseeing the execution of sweepstakes campaigns, ensuring compliance with legal and regulatory requirements.
- Track competitors' activities relevant to your client accounts and share insights.

QUALIFICATIONS:

- Bachelor's degree in a relevant field.
- Proven experience in client account management and relationship-building, or a related role within a marketing technology company or agency.
- Strong negotiation skills and the ability to close deals

- Familiarity with billing and financial management processes.
- Excellent communication and problem-solving skills.
- Exceptional attention to detail and organizational skills.
- Knowledge of sweepstakes administration and legal compliance is a plus.

ABOUT US:

Snipp is a global loyalty and promotions company with a singular focus: to develop disruptive engagement platforms that generate insights and drive sales. Our solutions include shopper marketing promotions, loyalty, rewards, rebates, and data analytics, all of which are seamlessly integrated to provide a one-stop marketing technology platform. We also provide the services and expertise to design, execute, and promote client programs. SnippCheck, our receipt processing engine, is the market leader for receipt-based purchase validation; SnippLoyalty is the only unified loyalty solution in the market for CPG brands. Snipp has powered hundreds of programs for Fortune 1000 brands and world-class agencies and partners.

Join Us! We are a fun, talented, and solutions-oriented bunch of people who love to push creative boundaries and explore innovative ideas in a fast-paced environment. Our people are critical to our success and we're constantly looking for professionals who share these qualities to join our team.

If you feel you are a fit

[CLICK HERE TO APPLY](#)

We would love to hear from you!

Be sure to attach a resume.