

Client Experience Manager

Working at Datafy is different.

It really is. Read on if you want to work somewhere that truly puts your personal happiness ahead of everything else:

Besides the fact that Datafy is a rocket ship of growth that is highly profitable, self-funded, beloved by clients and full of opportunity ... it is also the best place you will ever work in your entire career! Why?

Because our primary goal, perhaps even the reason we exist as a company, is to help our employees enjoy their life more. At Datafy we believe that if we find the best people, with the most talent, and provide great wages and benefits amidst a safe, friendly, financially strong, challenging, fun, interesting, and healthy place to work ... that the end result is magic! Helping our team increase the love they have for life will spill over into the quality of their professional relationships and work product. What a combo! At Datafy our people are our product; we focus on them first. Always. So, let's talk about the actual job now.

The right person for the job is excited for the opportunity to learn and grow in a fast-paced data analytics and advertising tech company. A successful candidate will be passionate about data, digital advertising, the tourism industry and most important, client success. They will be responsible for managing and assisting with multiple accounts as the key representative of Datafy on a day-to-day basis. They will also be expected to be knowledgeable of all Datafy products and services and to help identify opportunities to upsell clients. They will be charged with data-driven reporting and support of digital advertising campaign development. This individual will lead the coordination of internal as well as external resources needed to service and balance the expectations of their client base. A successful candidate will be honest, kind, hard-working, articulate, engaging, charismatic, visionary and possess an entrepreneurial spirit with a focus on building and maintaining relationships with clients and team members.

What else?

The Mandatories:

- 3+ years of DMO/CVB or professional agency experience as an account or marketing manager
- Bachelor's degree in hospitality & leisure related field, communications, marketing, professional sales, public relations or equivalent job-related experience
- Experience in client, vendor and team relationship management
- Proven history of supporting marketing strategy

- A persuasive and confident approach to projects - no formal project coordination experience required, but we will want to hear examples of how you have organized and followed through on projects in the past.
- Passionate about your work and demonstrate an ability to manage concurrent client accounts or campaigns of varying size and complexity
- Excellent communication skills using all methods
- Detail Oriented and Organized
- Flexible when presented with challenges
- Knowledge and experience in digital strategies and planning
- Basic knowledge of digital marketing and programmatic media required
- Awareness of creative processes, advertising KPI's and techniques
- Thrive in a deadline-driven environment and can demonstrate the poise, professionalism and confidence required to move projects forward respectfully
- Positive, solutions-oriented individual
- Proficient with G- Suite (Google Sheets, Slides, etc.) and Excel
- Experience with Google AdWords and Google Analytics a plus.
- Experience working in Monday.com project management system a plus.
- Experience in paid social advertising a plus.

A Day in the Life at Datafy:

- We work 9 - 6pm or so, Monday through Friday. No nights. No weekends. For our HQ teams, we also work from home every Wednesday and Friday. We take a lot of paid time off. We offer a generous amount of additional paid holidays and unlimited paid mental health days as well. Datafy pays for 100% of your health insurance premium.
- We love it when you travel and spend time with your family and friends! Want to work remotely for a week here or there? Do it! Your happiness is our primary goal at Datafy because "work isn't life and life isn't work." Not some hollow mission statement; this drives everything we do here.
- We are growing. Really fast ... and our product roadmap is exciting! This means a LOT of opportunity to grow, learn, progress and build the career path you want. 2025 is going to be a big year and this job will be right in the middle of the mix. Want to be a part of that crazy startup growth without the risk? This is it.
- We genuinely love working with each other. Our entire team is devoid of politics in any way. We support, cheer for, help, encourage and work hard together. Not meant to be a cheesy cliché, but the goal of the company is for each person to find everything they need here; professional and personal growth with financial opportunity and progression, genuinely enjoying who they work with every day ... all while working on challenging and interesting things. We hope it is the perfect combo!
- FINALLY ... and this is important. We also won't hire anyone that doesn't read this last paragraph and then mentions our mantra in their application. What is that mantra, you say? It's "Life isn't work and work isn't life." Since you've made it this far, we are genuinely excited to learn more about YOU!

The Perks

- Opportunity to join a SaaS start-up environment and have a voice in shaping the direction, growth, and velocity of our SaaS company
- Competitive salary and bonus program in an entrepreneurial environment
- Top-notch health and dental insurance
- 401k plan with matching contribution
- Generous paid time off plus paid holidays
- Weekly catered lunches, fun events, and plenty of snacks and drinks at HQ
- A work environment that enthusiastically encourages creativity, risk-taking and growth.

This position will report to the VP of Customer Experience

Salary Range: Base & Bonus: \$55k-\$70k + Bonus

To apply for this position, please email your resume and cover letter to Nika at nika@datafy.com. Be sure to include "CX Manager Application" in the subject line.