



Client Success Manager

Job Description

Exit Intelligence is an Email Capture - Focused Agency, utilized by ecommerce companies to turn bouncing website visitors into buyers.

If you're interested in e-commerce or digital marketing, this is an incredibly unique opportunity to join an accomplished team at an early stage, and help blaze the trail for future growth.

You will essentially be an extension of our client's team; responsible for knowing their products and platforms in order to proactively and intuitively discover new ways to leverage our software's capabilities, driving insane growth and conversion.

If you don't know yet, you will learn how to create conversion-focused experiences for our clients and their websites. You will project-manage our designers and front-end developers to deliver beautiful digital experiences to our client's visitors. With the main goal focusing on increasing conversions and capturing emails, which can be done through overlays and elements strategically placed on a website based on visitor behavior.

And to drive that change, we're constantly split-testing and experimenting to find the best results!

Responsibilities

- Be a good steward to establish and maintain relationships with assigned accounts as the face of Exit Intelligence.
- Champion new initiatives using our software platform, using an ownership mentality to understand and push the limits of what it can do/what we can offer our clients.
- Be an idea generator, taking your client's goals and desires, and turning them into beautiful experiences through new graphics and campaigns.
- Proactive analysis of qualitative/quantitative data, and turning that data into strategic action.
- Ongoing communication with clients delivering that strategic action and test-result data.
- Build email-capture marketing strategy for clients, with the primary goal of improving their website's experience and visitor journey.
- Understand the "big picture", learning the process of our designers and developers to enable a healthy communication flow.

Desired Skills and Experience

- First and foremost, we want a passionate person who doesn't have it all figured out, who is ready and willing to go the extra mile for their team and client.

- Experience in Project/Account Management, with the ability to manage multiple relationships at a time.
- Good stewardship of responsibilities given, with the flexibility to take on those that aren't!
- Knowledgeable of digital marketing concepts
- Strong technical skills or the ability to learn quickly
- Excellent interpersonal and communication skills -- Not to be confused with the normal job description filler, but you must possess the ability to talk to a frustrated client and treat them as you'd want to be treated.
- A student of life: self-motivated to learn everyday, always pushing to understand more about the goals and outcomes of a project, and in failure the ability to see insight, and take that to drive the next project.
- Humility; able to take and give opinions, and understand that we're a small team, but we're all you've got.
- Enjoy Pizza, or its vegan counterpart...

What We Offer

- Salary - *Compensation based on skill and experience*
- 401(K) Match
- Full Benefits - Health, Dental, Vision
- Energetic Co-working Space in Downtown Raleigh
- A tight-knit, workplace **family**.

To Apply

Email your resume, contact information, a short description of yourself, and why you would be a good candidate for this opening to Matt@ExitIntel.com.