Position: Technical Client Success Manager
Location: Flex Schedule – Preferred locations include New York/San Francisco/Chicago

As a Technical Client Success Manager, you will become a trusted partner and solutions consultant to some of the biggest media agencies and brands in the industry. Success in this role requires a combination of excellent customer instincts, a passion for problem solving and a knack for analysis.

This role is calling your name, if you are:

- Excited to own, lead, and make an impact across the highest growth sector of the industry today: Programmatic PMPs
- Have a strong technical trading background and a proven track record of leading accounts, partnering with key internal and external stakeholders.
- Technical and inquisitive. You have a strong technical background and ability to simplify complex tools, concepts and products
- Entrepreneurial! You have a hands-on attitude, and you know how to lead the way in complex and real time situations.
- A Relationship-builder and possess strong interpersonal skills, with the skill to influence both internal and external stakeholders.
- Customer-centric You have strong listening skills, and are willing to understand customers needs, and transform blockers into solutions.
- Have solid understanding of and familiarity with programmatic technologies and platforms
- Self-motivated, self-learning, and proactive in identifying all possible solutions to help clients
- Able to create and work with pivot charts/tables, vlookups
- Passionate about analyzing and interpreting data to continually drive improvements

Qualifications

- 3+ years of experience working in account management, deal desk, or similar function at a digital advertising company
- 3+ years of experience working as a trader or programmatic lead at an agency utilizing DV360, TTD or other DSP to execute, troubleshoot and set up PMP deals
- BA or BS degree in Business, preferred
Key Responsibilities:

Act as main point of client contact and leverage your analytical skills and knowledge of the programmatic marketplace to influence advertising strategy and execution

- Continuously track, report and optimize key account campaign performance against KPIs, keeping all internal and customer stakeholders in the loop on campaign status and results
- Lead both technical troubleshooting and strategic development for deal activation
- Set up, calibrate, manage and optimize programmatic PMP buys
- Possess a deep understanding of technical aspects of DSP deal set up and SSP functionality
- Gain understanding of customer businesses, requirements and opportunities to offer solutions that exceed customer expectations; collaborate with applicable cross-functional teams to drive optimal media delivery and performance

Benefits & Perks

- Emodo offers employees generous benefits including medical, dental, vision and 401K.
- Commuter Benefits and 401K plan
- Generous Vacation and PTO policies
- Paid parental leave
- Outstanding coaching from senior leaders and personal development opportunities
- Monthly $125 stipend to support working remotely during COVID-19
- Weekly Yoga & Daily Nomodo hours to support your job fitting into your life

About Emodo:

Emodo is made up of passionate, innovative experts in mobile-based location services, digital advertising, and enterprise SaaS. We work fast and have fun, and we do it as a team.

Emodo is one of the fastest-growing, independent providers of mobile advertising solutions. We provide a cleaner, safer, path-optimized ecosystem that makes programmatic advertising better and more effective for everyone involved.

The Emodo platform enables peerless innovation, impact and creativity in mobile advertising. By applying predictive models, pre-bid, Emodo proactively identifies top-performing inventory and eliminates waste and fraud. When it comes to targeting, our proprietary machine learning algorithms verify the quality of audiences that have device IDs and predict the addressability of those that don’t.