



クライアントサービスディレクター/CLIENT SERVICE DIRECTOR【ビジネスレベル英語歓迎】

メディア運用経験者歓迎

Job Information

Hiring Company

GroupM Japan K.K.

Job ID

1267653

Division

Essence

Industry

Advertising, PR

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shibuya-ku

Train Description

Yamanote Line Station

Salary

Negotiable, based on experience

Refreshed

May 31st, 2023 04:00

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Executive

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

DESCRIPTION

<Position at Essence>

The Client Services team is accountable for the direction, organization and delivery of digital marketing activities for our

clients. We are the owners of the day to day relationship ensuring Essence delivers flawlessly against client objectives on each and every campaign.

Core Responsibilities:

- Own and maintain relationship with primary client point of contact and build relationships with senior and VP clients
- Ensure client expectations are being set and met for every campaign and are clearly defined
- Manage client satisfaction throughout the campaign lifecycle and beyond, ensuring issues and challenges are actively identified and mitigated
- Manage commercials of account(s), including staffing / scope and financials
- Oversee project management support during the campaign lifecycle to ensure on time completion of deliverables, coordinate across practices, identify potential risks and issues
- Build strong ties with leads across disciplines to produce successful campaigns, maintaining high levels of communication throughout campaign lifecycle
- Interrogate work before client delivery to ensure it meets the brief and expectations
- Global coordination by facilitating knowledge and context sharing across Essence regions
- Develop strategic relationships with key agency partners and be a point of escalation
- Assist in deployment of Client Service practice trainings while ensuring best practices
- Analyze information skillfully provided by team members to problem solve creatively, troubleshoot, and develop alternative solutions
- Line manage through coaching 1-3 direct reports to support career growth and development
- Provide timely and actionable feedback to the team to aid in their development and progress
- Other duties may be assigned as needed

Required Skills

A bit about yourself:

- Strong written and verbal communication skills across all platforms
- Expert organizational skills, great attention to detail and ability Q/A work
- Concrete knowledge of all areas of digital marketing and media
- Ability to implement and meet deadlines and project manage multiple campaigns
- Excellent client relationship and management skills
- Proven problem solving skills and ability to think outside of the box for creative solutions
- Ability to lead and motivate team members in a positive light
- Detail oriented and responsive, deadline-driven with strong quantitative reasoning skills
- Strong business acumen and strategic thinking capability
- Native Japanese skills (ideally with a knowledge of media/advertising jargons) and business-level English skills

労働条件

- 勤務地：恵比寿ガーデンプレイスタワー
- 契約期間：期間の定めなし
- 試用期間：あり（3カ月）
- 就業時間：就業時間：9:00～18:00（休憩1時間含む）
- 休日：土日祝日、年末年始休日、企業が定める休日
- 社会保険：健康保険、厚生年金、労災保険、雇用保険
- 福利厚生：確定拠出年金、生命保険、所得補償保険など

About Essence:

Essence, part of GroupM, is a global data and measurement-driven media agency whose mission is to make advertising more valuable to the world. Clients include Google, Flipkart, NBCUniversal, L'Oreal and the Financial Times. The agency is more than 1,800 people strong, manages \$4B in annualized media spend and deploys campaigns in 106 markets via 20 offices in APAC, EMEA and North America.

About Japan:

Japan is both the world's third-largest media market and third-largest e-commerce market. As one of the first markets to develop a full mobile e-commerce ecosystem circa 2001 to 2002, Japanese digital consumers are experienced and discerning; digital marketing campaigns are sophisticated, multi-layered labor of love. While growth is lower in this mature market, e-commerce is projected to increase by 12% in 2016, 11% in 2017 – emerging technologies are driving substantial growth. Programmatic spend across all devices has seen a 156% increase between 2012 and now, with mobile Programmatic spend expected to grow 174% between now and 2017. If you want to excel in a mature, refined media advertising atmosphere and reach savvy consumers with equally-savvy media plans, Japan is the place to be.

GroupM is an equal opportunity employer. We view everyone as an individual and we understand that inclusion is more than just diversity – it's about belonging. We celebrate the fact that everyone is unique and that's what makes us so good at what we do. We pride ourselves on being a company that embraces difference and truly represents the global clients we work with.

Company Description

WE ARE SHAPING THE NEXT ERA OF MEDIA. EVERY DAY.

MINDSHARE, MEDIACOM, WAVEMAKER, ESSENCE, AND M/SIX—OUR AGENCIES ARE THE FRONT LINE TO A NEW ERA OF MEDIA STRATEGY AND INNOVATION.

And because we have three of the top five global media agencies and \$63 billion in annual media spend, we provide access and scale everywhere our clients do business. Intelligent and imaginative, we create, integrate and scale technology-enabled services with premium partners, including Google, Facebook, Amazon and more. Our approach earns us award-winning work and helps our clients' businesses grow.

5 KEY THINGS WE DO

• **CLIENT SERVICE**

Through consistent quality, simple, structure, and outcome focused, premium client service is our primary duty. Our service principle is singular: when clients win, we win. Simple in structure, consistent in quality, and laser focused on business outcomes, premium client service is our primary duty. Our clients benefit from our scale which represents \$63B media billings in the global marketplace (COMvergence, 2019).

• **MEDIA STRATEGY**

We have a precise understanding of our audiences and the value brands can bring to them. Our focus is in engaging the consumers that matter most to our clients' businesses. We have a modern and precise understanding of our audiences and the value brands can bring to them. As populations and consumers transform around the world, we make advertising work better through cultural and data-based insights and sound media strategies.

• **MEDIA INVESTMENT**

Through modern investment services, we put money against goals that move businesses forward. Combined with GroupM's global scale, our media investments – guided by brand safety, leading privacy principles and premium relationships – represent 1 out of 3 ads in the global marketplace. Through modern investment services, we put money against goals that move businesses forward.

• **DATA SCIENCE**

Our evolving data and ID-based solutions are our strategic, competitive advantage. We're future-proofing our audience-based planning through "synthetic" data. While no silver bullet technology will meet every media challenge, our perspective on client data augmentation provides an alternative identity-based solution.

• **TECHNOLOGY DEVELOPMENT**

Our unified technology and data approach harness advanced analytics to build the future of media. GroupM's technology mission is two-fold: Use our scale to provide tested and effective products for clients and create a unified technology and data approach that helps brands deliver the future of media today.

BUSINESSES

OUR BRANDS ARE OUR SUCCESS

Unique in services, culture and ideas, each brand is a leader in their field. Through a range of leading businesses in advanced TV, AI-driven programmatic, eCommerce and more, we leverage our collective intelligence to make advertising work better in the world.