

Client Solutions Manager - Fixed Term Contract (6 months) - Israel GBS

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Company: TikTok

Location: Tel Aviv-Yafo

Category: other-general

About the team

:Client Solutions are the trusted advocates connecting key stakeholders, providing inspiration and insights, driving collaboration that translate into long term client partnerships and growth! We are responsible for the day to day relationship and for ensuring success of advertiser investment. As trusted partners, we proactively advise our clients of opportunities and solutions to exceed their expectations, securing future investment. The role is to join the Client Solutions Team as Client Solutions Manager on a Fixed Term Contract. You will be responsible for:

- Managing and growing post-sale client relationships of auction ads offerings by monitoring and analyzing ad campaigns, and proactively take initiative to improve results.
- Analysing campaign performance data to offer clients data-driven business insights, at the same time use those insights to improve our advertising offerings.
- Establish long-term relationships with key clients and make sure their business needs are taken care of by cross-functional team.
- Drive education on product and company updates, and share company best practices as relevant to clients or agencies' business.
- Share marketplace feedback and guide our advertising strategy;
- Conduct regular business reviews and take a consultative, long-term approach to build productive relationships with clients, in collaboration with the sales team;
- Investigate and work directly with product & engineering teams to help them troubleshoot client issues during a campaign and provide technical support.
- Responsible for improvement of product feature adoption and consistently drive the product improvement from market feedback.
- Develop automated reports utilizing the company's internal data tools and Excel.

Minimum Qualifications:- Demonstrated experience in media buying in the Direct to Consumer. industry or proven track record in scaling and managing successful eCommerce clients.- Demonstrated experience and proficiency working with Apps and MMPs.- Ability to analyse data and identify insights to assess campaign performance.- Able to commit to a Fixed Term contract for 6 months minimum.- Proficient in English and Hebrew.

Preferred Qualifications:- Preferable experience in account management/client service roles in digital marketing.- Preferable experience in media buying / user acquisition positions focused on performance marketing.- Proactive attitude with excellent data analytical skills in Excel, SQL is a plus.

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