

Director of Brand Success



Join the Brand Success team and work directly with customers to develop winning strategies in a cutting-edge industry. This role focuses on supporting the customer through effective communication, presenting digestible data and analytics, internal engagement to execute customer expectations and leading customer initiatives.

Salary range: \$100,000 + bonus potential up to \$150,000

WE NEED SOMEONE WHO

- Is familiar with online platforms such as Amazon, Walmart, and eBay
- Has ecommerce experience and an understanding of best in class selling practices
- Brings initiative, communication skills (written & verbal), creativity and coordination skills
- Is highly organized and can anticipate customer needs
- Metric driven with understanding of ROI models
- Is proficient in Microsoft PowerPoint, skilled in Microsoft Excel

WHAT YOU WILL BE DOING

You will have complete autonomy to manage customer accounts with responsibility for:

- Creating a strategic customer plan
- All customer communication, written and verbal
- Understanding the competitive landscape and customer pain points
- Implementing customer solutions and driving internal teams to solve customer problems
- Aiming for high customer satisfaction
- Creating presentations, reports
- Supporting campaign development and new customer initiatives
- Staying up to date on current ecommerce selling trends
- Driving the growth of key accounts, expanding business with established partners, and uncovering new growth through referral opportunities

This position gives you the freedom to be creative, implement your own ideas and be an active and important part of the Brand Success team.

WHY WORK WITH US

- Competitive salary that includes benefits and bonus potential
- Great colleagues and inspiring startup environment
- Flexibility: remote work from anywhere!
- Unlimited vacation policy

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