



DIRECTOR, CLIENT SERVICES POSITION ANNOUNCEMENT

About ProSocial

We use innovative, multi-platform campaigns to build audiences and shape public engagement for media and stories exploring a wide variety of issues, ranging from health and education to the environment and human rights. Our clients and partners range from media companies and influential individuals to national social enterprises and global business corporations—those who have the leadership commitment to address major social problems and bring about meaningful change. We build critical mass for high-impact social change, moving the needle on pressing issues and also helping our clients do well by doing good.

Grounded in research and leveraging our deep experience and relationships, ProSocial campaigns combine a top-down approach of leveraging the high visibility of media with a bottom-up approach of grassroots action from the independent and public sectors. We shape campaign strategies, develop campaign architectures, and manage execution of those strategies to maximize audiences and bring about lasting, large-scale social change.

About the Position

ProSocial is recruiting for a Director level position to help oversee and manage client services and contribute to new business development. The **Director, Client Services** plays a pivotal role in the execution and delivery of campaigns, interfaces and helps manage new and existing client relationships, and on specific engagements may lead a team responsible for the core service offerings.

Top-notch leadership and people management skills are critical to the role. Self-starters with outstanding communication skills, exceptional client service capabilities, broad strategic understanding of the media and entertainment worlds, experience in developing and implementing campaign strategies, and a large dose of creativity will thrive in this role.

Responsibilities:

- Work on a portfolio of projects, from design to implementation to final report
- Represent the company and brand externally to clients, strategic partners, funders and influencers
- Build and manage positive and productive relationships with clients and strategic partners
- Contribute to strategy discussions for client engagements
- Provide oversight to staff engaged with potential clients, write proposals, and help secure new clients
- Identify new business opportunities with existing clients and potential new clients
- Translate campaign strategies into results-oriented actionable concepts and measurable project plans
- Proactively identify and communicate challenges before they become problems
- Generate compelling and engaging materials to support campaigns
- Deliver high-quality work products on-time and on budget
- Supervise and support designated full-time staff, project, freelance, and volunteer team members as appropriate
- Set up and maintain effective project administration systems, including database selection and management
- Be aware of ProSocial's values and conduct business with stakeholders in that spirit
- Create print and web based communications materials
- Coordinate unique initiatives designed to ensure long term reputational success in the field
- Attend and maintain a presence offsite at meetings, client-service events, etc.

What qualifications are we looking for?

General:

- Minimum 7 years of relevant work experience including specific agency and client services experience
- Demonstrated ability to establish credibility and trust with clients

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- A self-starter who knows how to prioritize assignments, move quickly and remain flexible
- A passion for social change, ideally with experience in cause-related enterprises or campaigns
- Demonstrated experience as a proactive problem-solver, with a keen ability to balance the interests of multiple stakeholders
- Someone who stays abreast of world events, changes in society, communications strategies, social media innovations and popular culture, out of personal interest
- Demonstrated superior interpersonal and communication skills
- At minimum a baseline familiarity with storytelling and the entertainment industry

Professional:

- Mid-career-level organizational, planning, communication, management and writing skills
- A track record of success in managing and advancing the professional development of others
- Ability and track record balancing multiple projects dedicated to social change at once in a deadline-oriented environment
- Established track record of relationship building and cultivation of excellent client service
- Excellent track record of multi-tasking and meeting deadlines in a fast-paced campaign environment
- Demonstrated history of success in new business development and acquisition
- Good interpersonal skills, both as a team member, a leader, and independently
- Outstanding attention to detail
- Demonstrated experience developing and implementing strategies to maximize the reach of media opportunities, both traditional and social, as well as grassroots mobilizing
- Experience providing effective day-to-day management of project budgets and financial performance

Technical:

- Proficient in Microsoft Office Suite

Education:

- Bachelor of Arts or Science required, ideally with coursework in business studies, marketing and communications or media and entertainment. Graduate degree preferred.

Location: Santa Monica, CA

Compensation: Salaried, commensurate with experience.

To Apply: Interested parties should submit to jobs@prosocialconsulting.com: (1) Cover letter, outlining both the interest in and suitability for this position; (2) Résumé, including specific dates and results for each professional role and educational program; and (3) Two writing samples. All three documents must be submitted to warrant consideration.

Women, people of color and LGBT candidates are encouraged to apply. ProSocial is an Equal Opportunity Employer.