



JOB TITLE: Client Services Associate
DEPARTMENT: Client Services
REPORTS TO: VP, Director of Client Services
LOCATION: Remote and/or Washington D.C. or Des Moines, IA
TRAVEL: Quarterly travel required
SALARY: Starts at \$55,000 annually, commensurate with experience
BENEFITS: 401k, Health Insurance, PTO

SUMMARY:

The Client Services Associate is a vital role at Green & Wood Media Services, responsible for fostering strong client relationships, driving new business development, and ensuring the successful execution of paid media strategies supporting corporate, non-profit, and progressive (Democratic) political campaigns. This role requires a proactive and detail-oriented individual with a passion for client satisfaction and a strong understanding of the evolving media landscape. The Client Services Associate will cultivate strategic partnerships with clients, providing expert guidance and delivering exceptional service that contributes to the growth of Green & Wood Media Services and our partner agencies.

Green & Wood Media Services is a dedicated media planning, buying, and execution agency that supports our left-of-center political and public affairs agency clients in achieving their campaign goals. We specialize in comprehensive paid media strategies, handling everything from initial planning to precise execution. Our expertise encompasses a wide range of channels, including programmatic, social, linear, and streaming audio buying, ensuring tailored and effective media solutions for our client partners.



KEY RESPONSIBILITIES:

CLIENT PARTNERSHIP MANAGEMENT:

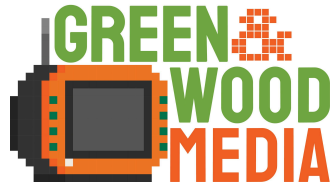
- Build and maintain strong, lasting relationships with key contacts at partner agencies.
- Anticipate and proactively address client needs, requests, and issues to ensure timely, practical, and effective solutions.
- Educate clients on the evolving media landscape, including both digital and traditional media, emerging trends, and new tactics to enhance their knowledge and media strategies.
- Coordinate with clients to prepare for new clients and campaigns, including gathering compliance information, setting up accounts, and advising on creative and asset needs.

CAMPAIGN OPERATIONS AND PROJECT MANAGEMENT:

- Collaborate with internal teams, including planning and research departments, to develop and execute effective media strategies, plans, and budgets
- Track each client's campaign status, providing regular updates and insights to both clients and internal teams.
- Review and deliver client-facing deliverables, such as media plans, analytics reports, and research reports, ensuring accuracy and clarity.

STRATEGIC CLIENT DEVELOPMENT:

- Identify and pursue new business opportunities within existing accounts and with new prospects.
- Develop and present proposals, research, and agency capabilities demonstrations to secure new business.
- Coordinate client meetings, calls, and presentations to develop new business and strengthen relationships.



QUALIFICATIONS:

- Bachelor's degree or equivalent combination of education and relevant work experience considered.
- Demonstrated experience working or volunteering on Democratic or left-of-center political campaigns or causes.
- Demonstrated experience in customer service roles.
- Excellent communication, interpersonal, and presentation skills.
- Proven ability to build and maintain strong relationships.
- Strong analytical and problem-solving skills.
- Detail-oriented and highly organized, with the ability to manage multiple projects simultaneously.
- Background and experience in competitive pursuits - competitive debate, athletics, musical performance, gaming, or other competitive extracurricular activities

SALARY & BENEFITS:

- Competitive salary starting at \$55,000 annually, adjusted based on experience
- Benefits package includes employer-paid health insurance premiums, a 401(k) with a 4% employer match, and an unlimited PTO policy.
- Paid training and professional growth opportunities.

HOW TO APPLY:

Please submit a resume, cover letter, and presentation or writing sample at <https://bit.ly/GWMSApply>

Green & Wood Media Services is an equal opportunity employer. We celebrate diversity and are dedicated to fostering an inclusive environment for all employees.