



Client Service Manager (SaaS)

Limelight is looking for an experienced Client Service Manager to join the customer success team to oversee the planning, execution, and delivery of client programs and internal projects. You will be joining a world-class experience marketing partner, a unique blend of SaaS and service. Our venture-backed company is growing fast, adding new jobs every month, and providing fast-track opportunities for career growth.

You will be joining a dynamic team of energetic and intelligent individuals focused on delivering innovative solutions for a wide range of customers such as BMW, Porsche, GM, Mazda, RBC, Scotiabank, Nationwide, Progressive, BRP, Kellogg's and many more!

We are excited to hire a highly organized individual who can use their superior planning and time management skills to oversee digital marketing, experiential, live event, and communication programs come to life. A results-oriented individual who enjoys taking ownership of processes, projects from initiation to completion. A collaborator who can oversee and guide others to ensure projects are completed on time and within budget. A strong communicator who can lead meetings, mentor Customer Service associates, provide updates to clients, and deliver the appropriate information to our internal teams. Someone who can work in a highly flexible and fast-moving environment and can handle volume! Can you juggle??

What is a day in a life of a Client Service Manager:

You will work closely with all stakeholders to develop and implement digital marketing, experiential, live event, and communication programs. Through your solid planning, communication and influencing skills, you will oversee and work with others to ensure project scope, budgets and timelines are maintained. By utilizing your ability to build strong business relationships and problem-solving skills, you will keep client leads up to date and address any of their concerns. In summary, you will:

- Define program deliverables, establish key phases, and set project timelines
- Monitor costs, resources, and scope to ensure projects stay on budget
- Clarify and communicate project objectives and success criteria (KPIs) to stakeholders
- Participate in project briefings with key stakeholders and ensure expectations are set on deliverables
- Prepare and update project documentation and management tools through all phases of the project life cycle
- Provide Leadership team with weekly resource forecasts and recommendations



- Collect and organize project assets and content for various projects and programs
- Schedule and assign appropriate resources for task and/or project completion
- Ensure resources are completing tasks on schedule
- Facilitate and lead internal meetings - daily and weekly
- Support QA and Platform edits and functions
- Support Account Management and Sales functions
- Provide input and updates to Account Team leads on all assigned projects including invoicing information

What value will you bring to our team?

Must have a minimum of five (5) years of project management experience in successfully delivering digital marketing assets and services in a SaaS environment or similar. You have experience managing resources - remote or onsite. You will have demonstrated experience as a collaborator and team player with solid planning, project management and communication skills. You consider yourself someone who is self-directed and self-motivated - able to solve problems and make decisions in a timely manner. Furthermore, you will have the following:

- Excellent problem-solving skills to anticipate problems and recognize opportunities
- An understanding of business processes and quality management methodologies
- Superior project management skills with ability to delegate tasks accurately
- Ability to put create project proposals and cost estimates
- A conscientious "Player Coach" who can work as part of a team and working equally well independently
- Creative problem solver, who takes initiative and has a take-charge attitude
- Fundamental understanding of CMS platforms
- Comfortable with emerging technology platforms
- Able to work under pressure and meet deadlines
- Detailed oriented, well organized, solid time management skills and self-motivated
- Excellent verbal communication and professional writing skills, competent in writing standard PMI deliverables including but not limited to project proposals / SOWs, business cases, scope documents, project briefs



Nice to Have:

- Experience working in a SaaS or Technology environment
- Familiarity with waterfall and agile project management methodologies
- Experience using of project management software technologies such as Teamwork, Helpscout, or similar Project Management tools
- Experience in Google Suite, Microsoft Office, and Adobe Photoshop

Our Culture

At Limelight, we strive to make everyday a fun, valuable work experience, where team members are encouraged, supported, and given the chance to do work that is meaningful to them.

Limelight has a vibrant, highly engaged culture that has continued even as we work remotely during these difficult times. While the in-office perks have been temporarily put on hold, our culture of innovation, teamwork, balance and diversity continues as strong as ever.

We Offer You:

- The opportunity to create a more connected world, one experience at a time;
- The chance to have an impact in an early-stage, well-funded company that is growing quickly;
- Being part of a team of hard-working, ambitious and caring individuals who will help you learn and grow professionally;
- We have all the perks: great downtown location, snacks, flex work hours, work from home days, team-driven personal development plans, just to mention a few.
- The big thing at Limelight is very simple: we treat each and every team member the way we want to be treated.
- As a company, we believe in giving you a work experience that you enjoy, that you excel at, and that you can balance with the rest of your life.

About Limelight Platforms

Limelight's SaaS technologies and team turn branded experiences into the results brands and agencies need. We partner with some of the world's leading brands to create amazing consumer experiences and dramatically better results, all backed by data and analytics.

A Silicon Valley venture backed company, Limelight boasts more than 25 Fortune 500 brands as customers and is growing every month. For more information, please visit: www.limelightplatform.com and www.meshh.com.



Next Steps

To apply, send a cover letter and résumé to Careers@limelightplatform.com with the subject: Client Service Manager. We thank everyone for applying, however, only those candidates who have been selected will be contacted. No phone calls please.

Visit www.limelightplatform.com or our sister company www.meshh.com to learn more about us.

A diverse and inclusive workplace where we learn from each other is core to Limelight's values. We are an equal opportunity employer; a company of people of varied backgrounds, experiences, abilities and perspectives. Limelight welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank you for your interest in Limelight.