



Job Title: Account Manager / Client Success Manager

Company Overview: Centrix Digital Solutions is a premier website design and SEO agency specializing in empowering businesses across the life insurance, dentistry, pharmaceutical, beauty, and clothing industries. With over a decade of industry experience, we are dedicated to delivering innovative digital solutions that drive growth and success for our diverse portfolio of clients.

Job Description: Centrix Digital Solutions is seeking a highly motivated Account Manager / Client Success Manager to join our team. In this role, you will serve as the primary point of contact for our clients within the life insurance, dentistry, pharmaceutical, beauty, and clothing sectors, ensuring their satisfaction and success with our solutions. Leveraging your strong interpersonal skills and industry expertise, you will build and maintain long-lasting client relationships, identify opportunities for growth, and drive business value through exceptional service delivery.

Key Responsibilities:

- Serve as the main point of contact for assigned clients, addressing their inquiries, concerns, and requests in a timely and professional manner.
- Develop a deep understanding of clients' business objectives, challenges, and opportunities, and collaborate with internal teams to develop tailored solutions that meet their needs.
- Proactively identify opportunities for upselling and cross-selling additional services to maximize client value and revenue.
- Monitor client satisfaction and success metrics, such as retention rates and NPS scores, and implement strategies to enhance overall client experience and drive customer loyalty.
- Coordinate with cross-functional teams, including sales, marketing, and project management, to ensure seamless execution of client deliverables and initiatives.
- Act as an advocate for clients within the organization, providing feedback and insights to inform product development and service enhancements.

Qualifications:

- Bachelor's degree in Business Administration, Marketing, or related field.
- Minimum of 3 years of experience in an account management or client success role, preferably within the digital marketing or advertising industry.
- Deep understanding of website design and search engine optimization for life insurance, dentistry, pharmaceutical, beauty, and clothing industries, with a proven track record of building and maintaining successful client relationships.
- Strong communication and negotiation skills, with the ability to effectively articulate value propositions and influence decision-making.
- Proven ability to drive results and exceed client expectations in a fast-paced, dynamic environment.
- Proficiency in CRM software (e.g., Hubspot) and project management tools.

Additional Details:

- This position is remote and requires the successful candidate to work 40 hours per week during 9:00 am to 5:00 pm Eastern Time Zone, Monday to Friday.
- Regular attendance at client meetings and collaboration sessions will be required.

How to Apply: If you are a proactive and client-focused professional with a passion for delivering exceptional service and driving business growth, we encourage you to apply for the Account Manager / Client Success Manager position at Centrix Digital Solutions. Please visit our career page and upload your resume to be considered for this exciting opportunity.

[**APPLY**](#)

Join Centrix Digital Solutions and be part of a dynamic team dedicated to empowering clients and driving success in the digital marketing landscape!