DIRECTOR, CLIENT RELATIONS
DEEP ROOT ANALYTICS
ARLINGTON, VA

Company Overview

Deep Root is an audience-powered analytics company that: identifies a client's ideal audiences, analyzes how the audiences consume media for optimal advertising, integrates the audiences into platforms for linear, addressable and digital ad delivery, and measures how the audiences are being impacted by paid and earned media.

Job Description

Deep Root Analytics is looking for a Director of Client Relations to work in our Client Relations department and report to our SVP of Client Relations. We are looking for someone with political campaign, party committee, or public affairs-related experience, capable of getting integrated quickly with the client relations, data, and business development teams; areas of responsibility primarily cover client relations and project management.   As such, you will work with media buyers to execute a data-driven strategy using Deep Root products and will also work with campaign strategists to surface insights from our products to help them with strategic decision making. The ideal candidate must be intellectually curious and hard-working, as we expect s/he to quickly get up to speed on Deep Root's core products and be able to successfully manage a client load for the 2020 cycle.

Specifically, the Director of Client Relations will be tasked with the following:

- Manage a roster of Deep Root clients with expediency and excellence. This will include, but not be limited to: onboarding clients, training users, preparing weekly client reports, conducting ad hoc analyses, and providing strategic advice and counsel.
- Work with the engineering and data science teams to find creative solutions to client needs that arise.
- Support sales and business development projects.
- Be willing to travel and be prepared to be helpful to clients outside of traditional work hours.
- Assist the SVP of Client Relations to assess ongoing strategies and best practices for client relations.

Qualifications & Skills

- Five or more years in the political or public affairs verticals with experience managing clients.
- Proficiency with Microsoft Office

Preferred Qualifications

- Experience with Tableau and other BI software.
- Experience with political and public affairs advertising and/or media buying.

Characteristics of a Successful Candidate

- It is critically important that a successful applicant be a self-starter, have the ability to understand the underlying data and product, and, above all, have exceptional problem-solving skills.
- Ability to work collaboratively with colleagues across all areas and levels of the company
- Proven ability to multi-task and project manage while adhering to tight deadlines in a fast-paced, but collaborative work environment.
- Superior written and verbal communication skills.
- Attention to detail and strong organizational skills are a must.

Application:

- Please email a resume and three references to info@deeprootanalytics.com with the subject line: DIRECTOR CLIENT RELATIONS.