

Engagement Manager

New York, NY

Summary

We are looking for an Engagement Manager to contribute to and grow our operations in the US. As a successful European SEO company, we are seeking an Engagement Manager to build and grow long-term business relationships with new accounts as well as our established client base in North America.

We are looking for an Engagement Manager with:

- Excellent communication skills with clients on all levels from the CEO to the Technical Specialist
- Project management skills - experienced juggling multiple projects and stakeholders at the same time with confidence; consulting experience is a plus
- Digital Marketing knowledge and work experience; SEO or SEA experience is a plus
- Results/ROI-driven personality with an entrepreneurial mindset; an analytical, data-driven and structured approach to problem-solving
- A flexible, collaborative, and candid approach to working with a diverse team in a growing organization

Key Responsibilities

- Act as a player-coach in planning and managing clients projects to help drive results that matter. Be responsible for:
 - Overseeing project resources and timelines; Keep track by anticipating challenges and adapting plans accordingly
 - Coordinating and aligning required external and internal Improve resources
 - Tracking projects to ensure client expectations and KPIs are achieved and stakeholders have a common understanding of project progress and performance



- Provide ongoing top-tier client communication (e-mail, video calls, in-person meetings) and support by:
 - Maintaining and building strong client relationships and translating SEO results into business and client language (e.g. ROI, sales, revenue).
 - Acting as an escalation point-of-contact in project execution and client relationship management issues
 - Proactively support Account Managers; Organize, prepare and lead SEO Workshops together with the team; Ensure all participants walk away with tangible results and actionable follow-ups
- Work closely with the Account Managers and develop innovative digital growth solutions based on SEO; Support the team in the implementation and handling of their projects; Contribute by analyzing clients information and providing strategic takeaways
- Identify and facilitate upselling potentials and growth opportunities for clients
- Interface with the Head of Consulting, Head of Sales and Account Managers on a daily basis to work together on daily and strategic challenges.
- Ensure high-quality standards as well as timely delivery of all deliverables; we aim to be as professional as McKinsey with a Google-like culture
- Work with an international, multicultural team around the world and ensure smooth collaboration and leadership on a variety of projects and industries from Fortune 50 companies to startups
- Learn from smart people in international, challenging companies with major brands such as Pinterest, Red Bull, Thumbtack, Volkswagen, NBC Universal or American Express

Skills & Qualifications

- Bachelor's degree from a top-tier university; preferably in business, communication or a related field
- 3+ years of relevant project management experience; within consulting is a plus
- Time management skills; ability to juggle multiple responsibilities in a fast-paced, results-oriented environment.
- Exceptional communication and problem-solving skills
- Digital Marketing experience; SEO/SEA is a plus
- Improve works with industry leaders who know the growth space in and out - first class analytical skills are required in order to master growth and seize digital opportunities
- Native English required; additional language preferred
- A "can-do" attitude and commitment to meeting and exceeding client expectations
- Dynamic and engaging personality with a hands-on mentality and a passion for leading clients to success
- International work and travel experience preferred



Location

New York Metro Area (highly preferred)

Company Summary

We are a boutique digital growth firm with the mission of becoming the first point of contact for digital challenges and the most trustworthy business in the industry. Our Engagement Teams facilitate digital growth with more than 200 projects worldwide - from Fortune 50 companies such as P&G to high-growth startups as Thumbtack.

We work with passion and a commitment to our shared values. It is our joint task to make it possible for people to find useful and relevant information that inspires, broadens their horizons and adds value to their daily lives.

Our teams go above and beyond to get things done. With projects in more than 60 countries, it sometimes means traveling halfway around the world and diving into different languages, countries, and cultures - from Sydney to Singapore, from Buenos Aires to Barcelona.

A small, highly skilled, diverse and international team of 50+ professionals makes this possible. Our team members are native speakers of English, German, Spanish, Russian, Italian, Portuguese, French, Hungarian, Polish and Swedish. Our backgrounds are as diverse as Google Engineers, PWC Consultants, CEOs of billion-Dollar-companies, Rocket Internet growth hackers and Investment Bankers. Our team is based in New York, Vienna and Madrid.

Founded in 2009, we are highly successful in Europe. Due to high demand, we are now expanding to the United States.



Benefits

Improve is a young, ever-growing SEO company where nothing is carved in stone. Together with the Co-founders, Head of Consulting, Head of Sales and our Account Managers, you guide Improve's next direction.

- Work on the most exciting challenges and projects – 10x growth strategies for world-leading startups, turning around traditional companies who missed the digital train and turn them into rockstars, fixing SEO issues nobody else was able to fix.
- Work across our 3 global offices (New York, Madrid, Vienna) on projects and transfer knowledge on a daily basis. Members from all 3 offices get together at least once a year to exchange ideas, work together on further developing our services and develop our company-wide knowledge base.
- Access to unique Google and SEO insights
- 20 days paid time off per year in addition to public holidays
- Comprehensive Health insurance paid by the company
- 401k Plan
- 5 sick days
- Flexible working hours
- Relocation assistance (if necessary)

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For any questions or further information contact us at job@improve.net