

Client Services Manager | Job Description

POSITION OVERVIEW

We are an integrated marketing agency specializing in financial services. Our unique client service model operates in collaborative account teams, each led by a Strategic Account Leader. We work with diverse clients and focus on delivering results-driven marketing solutions.

We're looking for a sharp, motivated **Client Services Manager** to join our client services team. This role involves managing client relationships, keeping projects on track, and ensuring high-quality deliverables.

You'll work closely with a Strategic Account Leader (the overall strategist on the account) and collaborate with designers, writers, and PR & digital specialists to deliver integrated campaigns. You're the day-to-day go-to for your clients — ensuring they feel supported, informed, and excited about the work.

WHAT WE'RE LOOKING FOR

- **Proactive and Independent Thinker:** Someone who takes initiative, figures things out, and solves problems independently.
- **Motivated to Grow in their Career:** A driven individual eager to learn and grow, with the potential to take on larger roles in 2-3+ years.
- **Confident Communicator:** Client-facing polish with effective communication skills and a high level of professionalism.
- **Open to Feedback and Eager to Learn:** Eager to develop and willing to learn new skills.
- **Strong People Skills and Emotional Intelligence:** Strong emotional intelligence to manage client relationships effectively and navigate nuanced situations.
- **Organized and Detail-Oriented:** Able to juggle multiple tasks, manage schedules, and keep things moving smoothly.
- **Interest in Marketing and Operations:** Doesn't need a deep marketing background but should be curious and willing to learn about marketing and account operations.
- **Communicate complex information clearly and simply.**

RESPONSIBILITIES

- **Client Communication:** Serve as the primary point of contact for clients outside live calls, ensuring they feel supported and informed.
- **Day-to-Day Account Operations:** Act as the day-to-day account manager of client accounts, driving deliverables and ensuring deadlines are met.
- **Capture Meeting Notes & Take Them into Clear Next Steps:** Take live notes during meetings, synthesize information into actionable next steps, and ensure clarity across teams.
- **Coordinate between Clients and Internal Teams to keep projects on track:** Facilitate communication between clients and internal/external teams, ensuring alignment and progress.
- **Proactive Problem Solving:** Anticipate and proactively address issues before they escalate.
- **Hands-On in Driving Projects Forward and Ensuring Deadlines are Met:** Manage tactical day-to-day tasks, ensuring smooth account management and client satisfaction.

QUALIFICATIONS

- 2-5+ years of experience in marketing campaigns, project management, or related roles.

- Excellent relationship-building and communication skills.
- Organized, detail-oriented, and proactive – you stay one step ahead.
- Strong English communication skills, both written and verbal.
- Strong people skills and emotional intelligence
- Comfortable juggling multiple projects in a fast-paced environment
- Curiosity about financial services and willingness to learn the industry
- Enjoy working with clients and colleagues to get great results
- Comfortable using project management and collaboration tools

WHY YOU'LL LOVE WORKING HERE

- A collaborative, high-energy culture where your ideas matter
- Exposure to innovative clients shaping the future of wealth management
- A team that values growth, feedback, and having fun while doing excellent work
- Remote flexibility with a supportive, connected team

ABOUT FICOMM

Ficomm Partners (“Ficomm”) is a strategic marketing and PR consulting firm serving financial services companies, specializing in the financial advisory and wealth management communities. Our strategic communications programs include branding, marketing, digital outreach, public relations, marketing consulting, and advisor education.

Ficomm’s clients include independent registered investment advisory (RIA) firms, financial advisor practices, and large financial advisory teams.

At Ficomm, our competitive advantage is built on the strength of our relationships and our reputation in the industry, our enjoyment collaborating with each other and for what we do, and our desire to build a new and improved approach to marketing, enabling growth for our clients. Our culture is collaborative, high-intensity, and fully engaged, which we maintain by investing in highly motivated, enthusiastic people interested in being a part of something different and exciting.

OUR VALUES

Integrity Without Compromise

We keep our word, do what we say, and always strive to do the right thing every day.

Intentionally High Standards

We're high performers with high expectations for ourselves, our work, and our clients. We create an environment where all Ficommers can continuously perform at the top of their game, recharge when needed, and return twice as strong.

Tenacious Growth Mindset

Complacency has no place here. We constantly seek forward-thinking, disruptive, and innovative ideas to drive internal and external growth. We're tenacious about this, even when it's hard, because that is when the real growth happens.

Team Before Self

We're happy to leave our egos at the door, humbly accept feedback, learn with enthusiasm, embrace the gifts that others bring, and work together toward a common goal.

HOW TO APPLY

Please send your resume and cover letter, telling us why you're excited to work with Ficomm Partners, to connect@Ficommpartners.com. We can't wait to meet you.