



Client Relations Specialist

Are you a perfectionist who finds satisfaction in highly-organized and structured work? Do you love coordinating and facilitating projects to keep everyone motivated to move forward while staying attentive to the details? If you answered yes to these questions and identify with the [Enneagram Type One](#) personality, you'll definitely want to keep reading about this role.

Green Apple Strategy, a marketing and communications agency headquartered in Nashville, Tennessee, is looking for a detail-oriented, principled, purposeful, and self-controlled strategic thinker to join our team as a Client Relations Specialist. The ideal Client Relations Specialist is a self-confident and decisive individual with the ability to empathize and see all sides of a problem, and is always looking for new opportunities for our clients. This strategic solutions provider should have a long-term vision and be resourceful, fast-paced, and business-minded. Client Relations Specialists must be able to both follow and implement processes.

POSITION SUMMARY

The Green Apple client relations team is the face of our company, as they take care of the daily marketing needs of our clients. The ideal candidate will live in the Nashville area, as in-person client and team interaction are needed. They handle all client requests while implementing strategic vision and capitalizing on new opportunities.

RESPONSIBILITIES

- Implement strategic marketing plans for existing Green Apple clients
- Identify new opportunities for clients and increase each client's retainer hours year-over-year
- Maintaining budgets (retainer hours and project fees) for multiple accounts at one time
- Communicate with clients on a daily basis in a professional and courteous manner
- Serve as the client relations lead on select accounts, managing the implementation of all strategic efforts by the creative, digital marketing, and content services teams
- Work alongside the VP of Brand Strategy & Client Relations and the Owner to write and plan strategic marketing approaches and campaigns on behalf of our clients



- Collaborate with the Content Team, members of The Orchard (Green Apple's freelance team), and vendors to lead all client projects, seeing them through from concept to completion
- Manage all daily marketing implementation efforts from writing press releases to designing websites

SUPERVISORY RESPONSIBILITIES

None at this time.

QUALIFICATIONS

SKILLS

- Ability to multi-task and shift focus as needed
- Ability to start and implement a project with little to no direction
- Strong attention to detail
- Excellent verbal and written communication skills
- Proficient in a Mac workspace
- Familiarity with Basecamp 3, Google Apps for Business, and Harvest
- Familiarity with video conferencing software, such as Zoom and Google Meet

EDUCATION AND/OR EXPERIENCE

College degree in marketing, business, entrepreneurship, or journalism/writing required; a minimum of four (4) years experience; and/or equivalent education or experience in job-related activities is required.

- 4+ years of agency experience required
- 4+ years of experience in client-facing marketing and communications roles
- Experience in developing and implementing strategic client approaches
- Knowledge of digital content marketing is essential
- Knowledge of print and web design projects is a plus
- Experience in traditional marketing implementation efforts, such as event planning, trade show management, and media relations

WORK ENVIRONMENT



The Green Apple team follows a hybrid, work-from-home model. Green Apple has an office at Industrious in the Nashville Yards, located at 21 Platform Way S (14th Floor), Nashville, Tennessee, that allows team members to work together in an open-office environment, as well as host brainstorming sessions and client meetings. Green Apple team members are welcome to work from home as much or as little as they desire. Team members will be asked from time to time to be at the office for meetings. Also, due to the nature of this role working directly with clients, the candidate should be located in the Nashville, Tennessee area, as they will meet with clients in person and will manage on-site events or projects in person. The Green Apple team has periodic scheduled in-person team meetings and outings. This position will report to the VP of Strategy & Client Relations.

COMPENSATION & BENEFITS

This position is a full-time, hourly position. Health benefits are available to full-time employees through BlueCross BlueShield of Tennessee, with dental and vision plans offered by MetLife. Employees have access to a 401K and other great benefits through our benefits provider. A portion of the employees' benefits costs is covered by Green Apple. If the employee declines coverage, a health stipend is not offered.

Not sure about your Enneagram type? Take the free test [here](#).

Please send resumes to olivia@greenapplestrategy.com, and please [click here](#) to take the candidate assessment.