



Client Relations Specialist

POSITION SUMMARY

The Client Relations Specialist is the face of Green Apple Strategy for assigned accounts. This individual leads client relationships, drives strategic marketing plans, and ensures client needs are heard and understood. With a proactive, forward-thinking mindset, they translate client goals into actionable strategies and collaborate with the assigned Project Manager and internal teams to bring those strategies to life. The Client Relations Specialist excels at building strong relationships, identifying new opportunities, and guiding clients with confidence toward long-term success.

RESPONSIBILITIES

- Lead as the primary client contact, managing daily communication with professionalism and empathy.
- Develop and implement strategic marketing plans tailored to each client's goals.
- Proactively identify opportunities for client growth and increased engagement.
- Own and present strategy in client meetings, providing recommendations and solutions.
- Partner with the Project Manager assigned to each account to ensure all deliverables align with strategy and are executed on time and within budget.
- Collaborate with Green Apple's creative, digital, and content teams, as well as The Orchard (our freelance network), to deliver campaign briefs and overall strategies.
- Monitor account health (budgets, hours, scope) and communicate progress to leadership.

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- Represent Green Apple in the Nashville community through in-person meetings and client-facing events.

SUPERVISORY RESPONSIBILITIES

None at this time.

QUALIFICATIONS

Skills

- Strong relationship-building and client management skills.
- Ability to anticipate client needs and proactively offer solutions.
- Excellent verbal and written communication skills.
- Ability to lead strategy while collaborating with a cross-functional team.
- Proficient in a Mac workspace.
- Familiarity with Basecamp 3, Google Workspace, Harvest, and video conferencing software.

Education and/or Experience

- College degree in marketing, business, communications, or a related field required.
- Minimum of four (4) years of agency experience.
- Minimum of four (4) years of client-facing marketing/communications roles.
- Proven experience in developing and implementing strategic client approaches.

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- Knowledge of digital and traditional marketing, including content marketing, PR, events, and media relations.

WORK ENVIRONMENT

Green Apple Strategy is a hybrid work environment. With an office located in Nashville Yards, in the Pinnacle Tower (21 Platform Way S, 14th Floor, Nashville, Tennessee), team members can come together to collaborate in an open-office environment, host brainstorming sessions, and meet with clients. Team members may also work remotely as much or as little as they desire, depending on their role. Due to the client-facing nature of this position, the candidate should be located in the Nashville, Tennessee area, as they will meet with clients in person and attend in-person events or activities. This position reports to the VP of Strategy & Client Relations.

COMPENSATION & BENEFITS

This role is a full-time position with Green Apple. Health benefits are available to full-time employees through BlueCross BlueShield of Tennessee. Employees receive a portion of their health benefits covered, with dependent plans available at the cost of the employee. Discounted dental and vision plans are also available at the cost of the employee. If the employee declines coverage, a health stipend is not offered.

TO APPLY

Please take our Culture Index Survey by clicking [here](#). Then send your resume to olivia@greenapplestrategy.com. We will get back with you to schedule your first interview if you are a position match.

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