

## **CLIENT SERVICES DIRECTOR**

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Clownfish is a communications and brand consultancy that helps clients to build more environmentally and socially responsible brands. Clownfish develops innovative strategies and programmes that embed sustainability into the heart of our clients' businesses to deliver more value to consumers, staff, investors and communities.

### The role:

We are looking for a new Client Services Director, reporting directly to the CEO, to generate sales and achieve targets by creatively managing a healthy pipeline, developing relationships with current and new clients and with the Head of Strategy, ensuring all clients are serviced and opportunities maximised.

The candidate needs to be resourceful, forward thinking, business oriented and effectively manage its clients and consultants, and manage the growth of the China business as we expand globally.

### Aims of the role:

In this role you will be primarily responsible for identifying and building relationships with clients and key third party influencers that will result in the sale of sustainability and communications consulting services.

The Director will be required to establish and manage sales strategy for prospects and existing customers, increase lead generation, leverage senior executives and allocate organizational resources wisely and efficiently in order to close deals and increase customer satisfaction.

You will work with the Head of Strategy, using their knowledge and skill to win business and supporting them on the day to day management of the team.

### The Responsibilities of this role include:

- Identifying and influencing potential customers
- Managing and influencing named accounts within region / globally
- Working with strategic alliance partners to drive joint business opportunities and leverage revenue growth in the territory // globally
- Partnering with internal businesses within the Aegis group to properly manage client expectations and drive customer satisfaction and get sales from them
- Increase sales from existing clients
- To manage the company and its resources to meet its financial objectives (revenue targets and profits).

- You are responsible for the day-to-day running of the company in China and ensuring that the team is focused on their objectives and that clients are being serviced accordingly.
- The Client Services director, with the help of other Senior team members will be responsible for the staff, the customers, the budget, the company's assets and all other company resources to make the best use of them and increase the company's profitability.

### CANDIDATE REQUIREMENTS

3-5 years revenue generation proven track record  
Understanding of CSR, or sustainability ideal but not essential  
Resilient, creative and positive thinker  
Good process / sales records management  
Talent for people management  
Business minded and comfortable at all corporate levels  
Entrepreneurial by nature  
A good level of both Mandarin and English language

The Client Services Director is accountable to the CEO and founder.

Salary will be based on experience. This will be a package based on a basic salary and performance related commission.

Please send your CV to

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