



Sizmek is the largest independent buy-side advertising platform that creates impressions that inspire.

Sizmek operates its platform in more than 70 countries, with local offices in many countries providing award-winning service throughout the Americas, EMEA, and APAC, and connecting more than 20,000 advertisers and 3,600 agencies to audiences around the world.

Join a world-class team!

Together at Sizmek, we are working to redefine the boundaries of what advertising can do—we want every impression to inspire, so we gather the most talented engineers, designers, researchers, and thought leaders to create a new digital era.

We believe talent is at the forefront of what we do. Sizmek's service is second to none, and we have our amazing team to thank for that.

As a truly global company, we are proud to welcome you into our world.

What do we need?

We're searching for **Customer Success Coordinators** to join our ad operations team in Serbia, Belgrade and be part of the US team. If you think of yourself as a tech-savvy person & a great English speaker - please see below:

Key responsibilities include...

- Provide multiple levels of support to Customer Success Managers/Senior Customer Success Managers which includes but not limited to meeting agendas, meeting recaps and summaries, process timelines and reformatting media plans.
- Manage a base of smaller clients providing various levels of service.
 - Introduce the Sizmek platform to new clients through training sessions designed to educate the user on Sizmek products, features and best practices.
 - Monitor the set-up and implementation of campaigns for clients who use the Sizmek platform and provide daily support on technical and non-technical issues.
 - Execute programmatic campaigns, including campaign setup, trafficking, troubleshooting, and campaign optimization.
 - Partner with clients to understand key business challenges and performance metrics and utilize technical resources and analytics tools to exceed those goals.
 - Prepare and communicate digital campaign insights, reporting, and analysis against performance and delivery metrics.



- Execute Sizmek processes properly to ensure successful campaign launches.
- Conduct new and existing client refresher courses to continue the user education process.
- Troubleshoot and problem-solve common campaign technical, process and client issues.
- Maintain strong communication with clients and internal team members to keep everyone informed of campaign status, scope or timeline changes and manage client expectations.
- Maintain good relationship with other internal departments, provide weekly status updates on accounts and notify the sales team when there are additional business opportunities.
- Pinpoint upselling opportunities and work directly with local sales teams to drive incremental revenue.
- Demonstrate an advanced level of understanding of our various product offerings and operational functions; position yourself as a resource and product champion to team members.
- Mentor and train the Customer Success Managers/Coordinators and participate in trainings and feedback sessions to team members.
- Provide back-up support and act as an escalation point person for Management.

What will you need to succeed?

- Conversational and written fluency in English is a prerequisite
- Excellent organizational skills
- Strong communication (verbal and written)
- Project management skills: ability to manage multiple projects at once
- Detail oriented and extremely organized
- Ability to work well independently when necessary and define/manage objectives in a fast paced environment
- Strong technical aptitude
- Positive attitude, and ability to build strong working relationships with others
- Desire to excel in all that you do

Join us, submit your application [here](#).