



Job Title: Client Support Specialist

- Louisville, CO
- Full-time

Who We Are

As a vital member of the Client Services team you will be part of data driven team that engages with brands who strive to provide relevant marketing to consumers. Path2Response is comprised of data visionaries and cutting-edge technologists. Together, we are blazing a path to help our clients acquire new customers. We actively partner with our clients to provide innovative, databased solutions that allow them to create and maintain profitable relationships with their customers. Our goal is to create great products that perform for our clients.

What We Do and How We Work

We work with our clients to maximize their customer acquisition efforts though performance and reach. How do we do that? By applying analysis tools like predictive modeling, data visualizations, and machine learning to the rich data collected from Path2Response's partners. Path2Response emphasizes innovation. New ideas are welcomed and encouraged. The company has deep industry experience and individuals enjoy sharing their expertise.

Position Overview

The Client Support Specialist is critical to the success of this dynamic company. You will provide daily support to the Account Management Team with all aspects of the order processing for Targeted Audiences in the Direct Marketing sector including but not limited to the following:

- Collaborative discussion with account managers and data operations team regarding upcoming campaigns.
- Execution and qc of statistical models, interacting regularly with our Production Analyst and our expert team of Data Scientists.
- Responsible for ensuring client campaign schedules are in the system.
- Responsible for ensuring client deadlines are met.
- Collection and processing of client results into our results database.
- Additional responsibilities as requested.

What You Need to be Successful in this Role

- Work well in a deadline driven environment.
- Strong time management and organizational skills. You will have several projects in the works at any given time, all at different stages of their process.
- Excellent written and verbal communication skills.
- Strong interpersonal skills.
- Sense of humor and a positive attitude.
- Be flexible and adapt to change quickly. We are continuously innovating.
- Work well in a team and independently.
- Strong Excel and math skills.
- Highly technology literate and proficient mac user.
- Experience with json a plus.

Supervises

- None