

Client Services Manager

Company Overview:

At Lapine, we create products that consumers love to talk about. Products that extend the joy of shared moments, deepen experiences and amplify brand messages to create something bigger, more enduring. We embrace ideas born from meaningful insights rather than opinions, then forged in creativity and executed with certainty.

We think working hard while being surrounded by people who inspire and delight us are equally important. We feed off daunting challenges and big ideas and nothing feels better than when we help our clients look like heroes. It's in those moments, when our tangible work delivers the most important intangible emotion, that we have succeeded: when brands and their consumers feel the love. The result is a fast-paced, dynamic environment cultivated for individuals looking to build their careers in Merchandising, Insights, Operations, Creative, Digital Services, Project Management, Client Engagement, Marketing and more.

Responsibilities:

- Providing exceptional day-to-day service to clients and vendors by addressing their concerns in a timely manner.
- Collaborate across multiple teams to plan and ensure optimal use of project team's capacity, manage prioritization of projects, solve bottlenecks, ensure and deliver the timely execution of all projects, and drive collaboration and communication across teams.
- Manage all post-order activity for assigned customers using all available technology.
- Develop a thorough understanding of our internal ERP system and CRM database.
- Meeting weekly with Account Managers to strategize how to optimize client deliverables.
- Deeply understand each client's business including business models, key operating process and systems.
- Identifying risk orders and collaborating with internal teams to reduce any impact to the customer service.
- Engaging in proactive and interactive conversations with internal departments such as fulfillment, production, sales and merchandising.
- Maximize operational potential to exceed client's expectations and company goals.
- Any additional responsibilities as assigned by management.



LAPINE

Brand performance from every angle.

Qualifications:

- B.A is required
- Minimum of 5 years of sales operations / customer support experience or retail production/ product development experience
- Strong interpersonal and communication skills and an interest in supporting clients.
- Impeccable attention to detail, service minded and team oriented.
- The ability to operate in a fast-moving environment and execute in the presence of ambiguity and change.
- Demonstrated analytical and creative problem-solving skills, as well as strong written and oral communication skills
- Self-starter with a can-do attitude and an appetite to learn.
- Organized, with the ability to exercise independent judgement and to prioritize tasks
- A demonstrated ability to work and act as a team player
- Knowledge on ERP, CRM, EDI, Microsoft and Accpac; must be extremely comfortable with learning new technology.

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