



● **Title:**

Client Success Developer (CSD)

● **About AddShoppers**

AddShoppers is the leading Digital Marketing Platform for brands looking to increase their online prowess through brand storytelling, personalized content delivery, and incentivized onsite marketing campaigns. We blend cutting edge technology with industry leading service to help the world's largest brands grow faster. Simple as that.

● **Purpose:**

You're the full package- taking ownership of the client relationship from communication to development. AddShoppers is looking for an experienced front-end developer to build out marketing campaigns within our Onsite Marketing Platform while simultaneously communicating and updating the client. We need someone who is organized, creative, and loves leveraging their front-end code skills to create cutting edge digital marketing campaigns in a supportive effort to make our brands successful on our platform.

● **Job Functions/Role:**

1. Manage a portfolio of clients with an ARR between \$500,000 - \$1,000,000
2. Own development portion of relationship with assigned clients, beginning with onboarding and throughout the entirety of the relationship. Responsibilities include: Building digital marketing campaigns as part of a strategic plan set-forth by the Account Performance Team, as well as proactively keep clients updated on the progress of all projects underway.
3. Use HTML, CSS, and Javascript to build out mobile responsive campaigns as a part of our onsite marketing platform.
4. Develop, prepare, and nurture customers for advocacy.
5. Work with the product team to fix any bugs and help to improve the client experience as a whole.
6. Determines a project's schedule, scope and budget
7. Identifies opportunities to work with ecosystem partners
8. Communicates ongoing value of the AddShoppers platform for the client's brand
9. Become SME on a wide range of eCommerce platforms and ESPs
10. Initial QA point on all apps, projects and deliverables before they reach the client
11. Domestic Travel: 1-10%
12. All other tasks or projects as assigned

● Job Specifications/ Qualifications

1. Bachelor's degree Required
2. Knowledge of HTML, CSS, Javascript
3. 1+ years prior experience in Customer Success or equivalent history of increasing
4. customer satisfaction, adoption, and retention.
5. Experience working with HTML, CSS, Javascript.
6. Experience in mobile responsive design & development.
7. QA experience and ability to spot and fix bugs.
8. Impeccable written and verbal communication skills.
9. Detail oriented and analytical.
10. Strong team player but still a self-starter.
11. Thrives in a multitasking environment and can adjust priorities on-the-fly.
12. Familiarity with various tools: Trello, Salesforce, Google Office Suite
13. You're driven: No one needs to push you to excel; it's just who you are.
14. Eager to learn, adapt and perfect your work; you seek out help and put it to good use.
15. You want to help and serve our customers: They win, so you win.

