

Job Position Title:

Web Development Relationship Manager

About JM

JM Web Designs, Inc. is an Omaha based Web Design and Marketing agency, founded in 1998. We are a company that prioritizes relationships with other business partners and between co-workers. As a technology service agency, our business partners put a great deal of trust in us, therefore, we are mindful to help our business partners flourish by providing web-based design and marketing solutions.

We are a team of professionals that are dedicated to creating good work, professionally representing our clients and caring for our coworkers and their families. Web Design and Marketing bring us together.

How this role fits into our company

At JM, we believe that our business community has the power to positively shape our city. We've seen our clients bring high speed internet to rural digital deserts, we've seen our clients, architects and engineers build our cities, and we've seen moving companies bring us new neighbors. Our mission is to make sure that all these businesses can share their stories.

One way we do this is by creating and maintaining spaces for them to share their stories, beautiful and functional websites. Your job is to be our client advocate for web development projects by understanding the clients underlying business goals and supporting their needs throughout the lifespan of our relationship with that business. You'll know you're succeeding if our clients love our work and if their website design and function are no longer getting in the way of spreading their message.

Some other industries and companies call this role Account Manager, Product Owner, Business Analyst, etc. This role serves as the interface between the client and JM. It is the position that creates the client experience.

Job Responsibilities:

- Develop lasting relationships with our clients.
- Understand the client's real business goals.
- Establish, maintain and deliver on client expectations.
- Develop and cast a product vision for the rest of the JM team.
- Coach clients into making good development, design and content decisions.
- Commit to following the JM process for a web development project lifecycle.
- Build design wireframes.
- Compile and organize content and client material.
- Develop a strong understanding of web technology.
- Assist with sales meetings as needed.
- Occasional late/odd hour work will be required.

Key Performance Indicators:

- Customer satisfaction.
- The client website is no longer an obstacle to meeting their business goals.
- Client management requires minimum intervention from management.

- Web development process has minimal internal friction.

Successful Candidates:

- Will have a proven track record of delighting clients.
- Will solve problems with client well-being in mind.
- Will have an upbeat, confident and empowering communication tone.
- Will have strong written and verbal communication and good grammar.
- Will have a basic understanding of marketing principles.
- Will have a basic understanding of web technology.
- Will maintain a professional business appearance.

JM Benefits

- Paid Federal Holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas
- In Office and Work-from-Home flexibility.
- Office Parking Permit
- 8 hours of vacation and/or sick leave every 30 working days.
- Up to 3% IRA contribution matching.
- 40% Health Insurance premium matching.
- Positive and encouraging team atmosphere.

Salary Increases:

JM will strive to raise your salary – performance & finances permitting – at least once a year. In addition to this, for the first 2 years there will be periodical reviews at 3, 6, 12, 24, months with performance-based raises and bonuses.