



Job Title: Senior Customer Success Specialist

Location: Remote (Preferred Timezone: CST or EST)

Company: Outpace

About Outpace SEO

Outpace SEO is a high-performing digital marketing agency specializing in SEO and PPC services. We focus on delivering ROI-driven results through strategic SEO execution, technical optimization, and thought leadership.

Role Overview

We are seeking an experienced **Senior Customer Success Specialist** to lead client relationships, ensure seamless communication between internal teams and customers, and drive the success of our SEO campaigns. This role requires a strategic thinker who can assess campaign performance, identify opportunities for improvement, and maintain long-term client satisfaction. The ideal candidate has **5+ years of experience in an SEO agency or a marketing firm offering SEO services**, with a background in SEO strategy and execution. Bonus points if you started as an **SEO specialist** (or have an incredibly deep understanding of SEO) and have exceptional communication skills.

Key Responsibilities

- Serve as the primary point of contact for clients, ensuring their needs and goals align with our SEO strategies.
- Facilitate project handoffs between clients and internal teams, ensuring clarity and alignment.
- Regularly assess the performance of SEO campaigns using analytics and key performance indicators (KPIs).
- Identify opportunities for campaign optimization and communicate strategic recommendations to both clients and internal teams.
- Work closely with the SEO and PPC teams to ensure campaign execution meets client expectations.
- Monitor client satisfaction and proactively address concerns before they become issues.
- Develop and refine processes to improve client communication, retention, and overall satisfaction.
- Collaborate with leadership to enhance service offerings and contribute to company growth.

Required Qualifications

- **5+ years of experience at an SEO agency or marketing firm offering SEO services.**
- Proven experience managing client relationships and overseeing SEO campaign execution.
- Strong analytical skills with experience evaluating SEO performance metrics.
- Excellent communication and presentation skills—capable of simplifying complex SEO concepts for clients.
- Ability to manage multiple clients and projects in a fast-paced environment.
- Experience with SEO tools such as Google Search Console and Ahrefs.
- Leadership experience with a track record of improving client success processes and retention.

Preferred Qualifications

- Previous experience as an **SEO specialist** before moving into a client-facing role.
- Familiarity with PPC campaigns and how they integrate with SEO strategies.
- Experience working in a high-growth, performance-driven agency.

Why Join Outpace SEO?

- Be part of a growing agency that prioritizes ROI and performance-driven SEO.
- Work with a collaborative team that values expertise, speed, and responsiveness.
- Have a direct impact on client success and company growth.
- Competitive salary, benefits, and opportunities for professional growth.

Ready to Outpace the competition? Apply now and help us elevate customer success in SEO!