

# JOB DESCRIPTION

## International Client Support Executive

### Join Tradedoubler – International Client Support Executive (German-speaking)

Are you passionate about performance-based marketing and ready to be part of a global digital marketing leader? Tradedoubler, a leading performance marketing company, is seeking a **German-speaking International Client Support Executive** to join our vibrant team in **Madrid, Spain**. This is an exciting opportunity to work with an international client portfolio, providing first-class support and ensuring seamless service delivery across multiple markets.

#### Role Overview:

As an International Client Support Executive, you will be the primary point of contact for our international support clients, responding to their queries and addressing their needs promptly and professionally. You will play a key role in delivering top-tier support, managing service delivery, and ensuring a smooth client experience. Your responsibilities will include overseeing client portfolios, troubleshooting, answering questions, and building strong relationships across different international markets. This dynamic role involves adapting to varying levels of responsibility and collaborating with internal teams to optimize service delivery. The ideal candidate will thrive in an international working environment and demonstrate an eagerness to exceed client expectations.

#### Key Responsibilities:

- Be a super user of Tradedoubler's internal systems to provide optimal support.
- Respond to client queries and provide essential support to enhance their affiliate marketing operations.
- Deliver proactive, professional support to meet SLAs and client needs, enhancing their affiliate marketing operations.
- Cultivate strong relationships with clients, ensuring a high level of satisfaction and retention.
- Oversee and coordinate delivery across various international markets.
- Manage administrative tasks such as invoicing, tracking client onboardings, and ensuring efficient client engagement.
- Educate clients on Tradedoubler's tools and systems, providing training to empower them to handle tasks independently.
- Identify and maximize upsell and cross-sell opportunities within your portfolio.
- Stay updated on industry trends and best practices to drive continuous improvement.
- Collaborate with internal teams to ensure seamless service delivery and to represent the interests of the international support team.

#### What We Are Looking For:

- **German language proficiency** is a must (spoken and written).
- Based in **Spain**, preferably in **Madrid**.

- **Fluency in English** is essential for effective communication within the team and with clients.
- Experience working in an **international environment**, handling clients or projects across multiple markets.
- Proven track record in **client support** or **client service** roles.
- Ability to build and maintain strong relationships with both internal and external stakeholders.
- Previous experience in **sales, client support, or publisher management** is a plus.
- Strong problem-solving skills with the ability to diagnose issues and provide practical solutions.
- Comfort with embracing new processes, tools, and technologies to improve service delivery.
- Excellent organizational skills to manage multiple priorities and meet deadlines.
- Strong communication skills, with the ability to explain complex concepts in a simple way.
- A **creative mindset** with a focus on identifying opportunities for growth.
- **Proficiency in Excel** and the ability to analyze data efficiently will make this role easier and more effective.
- A **technical understanding** of tools and systems will help streamline processes and improve client interactions.

Experience or knowledge of digital marketing tools, affiliate networks/performance-based marketing is highly valued in this role

### Why Join Us?

At Tradedoubler, we offer a dynamic, collaborative, and innovative work environment. This role allows you to engage with a diverse, international client and publisher base and be part of a global leader in performance marketing. If you have a passion for marketing and client success, we would love to hear from you! Send your application in English, please.