

Job Details

Description

About Bond:

At Bond, we create, deliver, and manage innovative loyalty and customer engagement solutions that help brands build lasting relationships. As we continue expanding across Spain and beyond, we're looking for a Client Solutions & Business Development Manager who can lead strategic client engagements, manage solution delivery, and identify growth opportunities. This role focuses primarily on the Spanish market, with occasional involvement in broader EMEA initiatives based on client and business needs.

Key Responsibilities:

- **Client Engagement & Program Delivery:** Serve as the primary contact for assigned Spanish clients, building strong, trust-based relationships.
- Lead the delivery of loyalty, CX, and engagement programs—ensuring on-time, on-budget, and on-strategy execution.
- Facilitate workshops, planning sessions, and solution reviews with clients and internal teams. Coordinate internal resources (strategy, data, creative, tech) to ensure client success and program effectiveness.
- Track KPIs, performance insights, and ROI metrics to optimize ongoing client initiatives.
- **Business Development & Growth:** Identify and develop new business opportunities within existing Spanish accounts.
- Support new client acquisition efforts, including participating in pitches, RFP responses, and proposal development.
- Collaborate with regional leadership and the broader EMEA team to respond to growth opportunities when applicable.
- Stay informed on loyalty, retail, and engagement trends to bring new thinking and innovation to client discussions.
- Actively support BD Team in using LinkedIn and similar platforms to publish thought leadership content, identify and connect with cold contacts.
- Nurture leads through relevant content sharing, engagement, and direct outreach.

- **Strategic & Operational Leadership:** Act as a strategic advisor to clients, helping them align their marketing and engagement goals with Bond's solutions.
- Develop and deliver account roadmaps and opportunity plans to ensure long-term growth and retention.
- Manage and support the financial planning of accounts, including budgeting, forecasting, and reporting.
- Occasionally support cross-border projects or EMEA clients, depending on resourcing and opportunity alignment.

What You Bring:

- **Education:** Bachelor's degree in Business, Marketing, Communications, or related field. Master's is a plus.
- **Experience:** 5+ years in client service, business development, or consulting—ideally within loyalty, CX, or marketing. Market
- **Knowledge:** Deep understanding of the Spanish market; familiarity with EMEA dynamics is an asset.
- **Languages:** Fluency in Spanish and English (written and verbal); German is a plus.
- **Skills:** Strong relationship builder with client-facing leadership experience.
- Proven success in growing and managing complex client programs.
- Strategic thinker with execution discipline and attention to detail.
- Excellent communication and storytelling skills—especially using PowerPoint and Excel.
- Comfortable navigating cross-functional teams and multicultural environments.
- Experience in the retail or automotive sector is highly valued.

Why Join Bond?

Bond is a leader in loyalty and customer experience innovation. Here, you'll join a global team that values creativity, curiosity, and collaboration—focused on delivering measurable value to clients while growing your own expertise in a fast-moving, supportive environment.