



Client Experience Manager Job Description

Location: Dallas, TX (Hybrid)

Starting Salary: \$65,000 + Quarterly Performance Bonuses

About the Role:

Lead Clients. Drive Growth. Deliver Results.

At Social Practice, the **Client Experience Manager** is a high-responsibility, client-facing **leadership role** for someone who can **consult, influence, and drive measurable growth** inside a portfolio of high-revenue medical aesthetics practices.

If you're energized by helping CEOs and founders of ambitious medical practices grow their patient volume through a strategic marketing strategy, this is your seat.

You will own 15-20 client relationships, acting as the **strategic quarterback** of each account. Your job is to **guide the client's vision, lead content campaigns, expand revenue, and deliver results**. You are not waiting for tasks—you are the one **setting the pace**, diagnosing what the client needs before they ask, and confidently leading conversations that drive action.

You are persuasive, consultative, detail-driven, and sharp. You **thrive in fast-paced environments**, juggle multiple projects with ease, and don't shy away from challenging client conversations. You're here to **make things happen**, not babysit a content calendar.

About Social Practice

Social Practice is a social media agency that is passionate about creatively telling stories to drive awareness & revenue for our clients. We specialize in managing organic and paid social media campaigns in order to gain exposure for our clients. We serve ambitious, mission-driven medical aesthetics practices across the US.

Our vision is to be the most impactful social media agency in the medical aesthetics industry. Every member on our team plays a vital role in the success of our mission of bringing hope and healing to more patients through the power of social media. By embodying our core values—Take Ownership, Humbly Confident, Growth Mindset, Joyfully Passionate, and Self-Discipline—the client experience manager significantly contributes to the success of social media campaigns and to Social Practice's long-term success.



Job Responsibilities:

Strategic Growth & Consulting

- Serve as the **primary marketing strategist** for each client—ensuring monthly campaigns align with business goals
- Pitch expanded services and upsells proactively (photoshoots, paid ads, etc...)
- Analyze performance and drive campaign improvements through confident recommendations
- Lead client calls with clarity, confidence, and data-backed insight

Campaign Oversight & Execution

- Oversee the planning, production, and quality of monthly content across social platforms, email, and video
- Collaborate with our creative team to ensure every deliverable is on brand and on time
- Direct quarterly photoshoots and content capture days (travel is required – all expenses paid)
- Ensure all creative reflects the client's evolving goals and maintains brand integrity

Client Relationship & Retention

- Build high-trust partnerships by anticipating needs, overdelivering, and solving problems before they arise
- Lead onboarding for new clients, ensuring a smooth and professional first impression
- Protect and grow the relationship—client retention is a key KPI
- Be the go-to advisor who makes the client feel seen, heard, and taken care of

Internal Leadership & Communication

- Rally cross-functional teams around your accounts with energy and clarity
- Drive internal accountability—ensuring deadlines, expectations, and quality are met
- Train and support new team members as needed
- Provide feedback and ideas to improve internal systems, deliverables, and client outcomes

Role Requirements:

- **5+ years** in client-success roles - preferably in marketing, media, PR, or branding
- **Bachelor's Degree** in Communications, Marketing, Business, Public Relations, or related field.
- **Travel requirements** include leading quarterly client photoshoots in outside markets a minimum of 2-4 times per month
- Strong presence and confidence in high-level client meetings



- Proven success growing accounts, upselling services, and maintaining retention
- Deep understanding of content marketing and social media strategy
- High attention to detail and sharp visual eye for brand alignment
- Strong organizational skills and ability to manage deadlines under pressure
- Proactive, persuasive, and emotionally intelligent communicator
- Experience working with creative professionals (designers, video, photo teams)
- Bonus: Experience in aesthetics, med spa marketing, or luxury client service

Compensation & Benefits

- **Base Salary:** \$65,000+ annually
- **Quarterly Bonus Structure** based on managed revenue, client retention, upsells, and client feedback
- **Medical, Dental & Vision Insurance**
- **IRA Retirement Plan**
- **3 Weeks PTO** (vacation, sick, holiday)
- **\$50/month Cell Phone Stipend + \$50/month Wellness Reimbursement**
- Office Days are on **Tuesdays** and **Thursdays** in our Dallas office
- We work remotely on **Mondays, Wednesdays, and Fridays**

Growth Opportunities

Top-performing Client Experience Managers are eligible for fast-track promotions into Director or Business Development roles. If you're hungry to lead, build systems, and grow with us—this role is a launchpad.

We don't just manage social media—we build brands that matter and grow businesses that transform lives. At Social Practice, you'll be surrounded by high performers, bold ideas, and a team that's passionate about doing meaningful work.

Application Instructions

To be considered for the Client Experience Manager role, you must complete our online application, which includes a short 7–10 minute Culture Index assessment. This assessment is a vital part of the process, helping us understand your personality, work style, and approach to tasks and problem-solving.

👉 [Click here to complete the application and assessment.](#)