



Client Success Manager / Account Manager

We help dental practices grow their full arch practice



At The Implant Engine, client success means helping dental practices grow.

We're looking for a **Client Success Manager / Account Manager** to own key client relationships, understand what drives their business, and turn marketing performance into measurable growth.

You'll work closely with dentists, leadership, and internal teams to drive results, manage expectations, and deliver an exceptional client experience.

This role is ideal for someone who is **calm under pressure, great with people, commercially minded, and who understands how businesses grow.**

WHAT YOU'LL OWN

- Build trusted relationships with dental practices and become a strategic partner to your clients.
- Own client relationships end-to-end, including communication, performance, retention, and delivery.
- Help clients understand marketing performance and identify opportunities for growth.
- Partner with internal teams to keep delivery aligned with client goals.
- Use data and insights to investigate challenges, uncover opportunities, and drive solutions.
- Communicate wins, challenges, and recommendations clearly and confidently.
- Handle difficult conversations and high-pressure situations while maintaining healthy client relationships.
- Stay proactive, accountable, and focused on outcomes.

WHAT MAKES SOMEONE GREAT IN THIS ROLE

You stay calm when things get difficult, think clearly under pressure, and know how to move conversations forward.

You build trust quickly, communicate with empathy, and know how to establish healthy boundaries. You ask smart questions, look at situations from multiple angles, and don't jump to conclusions.

You're **tech-driven and data-minded**, using insights to understand what's happening, identify opportunities, and make informed decisions that lead to clear solutions.

You understand that great client success ultimately comes down to **business growth, deals closed, client satisfaction, retention, and quality of delivery.**

WHAT WE'RE LOOKING FOR

- **3+ years** in Account Management, Client Success, Sales, or a related client-facing role.
- **In-office dental experience is required.**
- Experience in dental marketing and/or dental practice operations.
- Strong understanding of marketing and how it connects to business growth.
- Experience with high-ticket products or services is highly valuable.
- Excellent communication and relationship-building skills.
- Comfortable handling pressure, difficult conversations, and high client expectations.
- Strong analytical and problem-solving skills.
- Proactive, organized, and highly accountable.
- Comfortable with technology and curious about emerging tools.
- CRM and digital platform experience is a plus.
- Territory sales experience is a plus.

HOW WE MEASURE SUCCESS

Your success will be measured by the growth and health of the clients you own:

Client Growth

New Business Acquisition

Client Satisfaction

Retention

Delivery Quality

Account Health

We care about the numbers, but also **how you get there**: the quality of your relationships, the clarity of your thinking, and your ability to turn problems into action.

WHY THE IMPLANT ENGINE

The Implant Engine is a fast-growing, results-driven dental implant marketing agency serving high-expectation practices across the country. We specialize exclusively in dental implant marketing and use data-driven strategies to produce measurable outcomes for our clients.

You'll join a high-performance environment where ownership, accountability, and results matter, with the opportunity to directly influence client and company growth.

If you're great with people, sharp with business, and genuinely enjoy figuring out how to make things better, we'd love to meet you.