



Designation: Client Manager

Job Description

As a Client Manager, you will be the point of contact for client and senior management. You will be responsible for planning and organizing resources; interact with clients frequently and communicate the feedback to the team. You will be recognizing the performance and behavioral issues in team and act proactively to ensure seamless productivity.

You will be responsible for driving exceptional relationship development and significant revenue expansion with existing clients.

Responsibilities

- Monitor Service Level Agreements based on predetermined metrics
- Responsible for sending Service Recovery Reports to the clients within 24 hours from the time of escalation
- Responsible for sending weekly / monthly reports to the client / Senior Management
- Timely flagging of issues to the client / Sr. Management
- Responsible for resource allocation / seat and or billable utilization
- Responsible for Utilization and through put for the location
- Manage and maintain demand vs. capacity reports
- Plan and reserve staffing for queues during peak
- Maintain accurate reports of production traffic
- Escalating to the tech team in case of technical issues and follow-up
- Responsible for data analysis
- Devise an action plan for reducing the error rate for the revisions
- Develop strong interpersonal relationships with the team
- Introduce initiatives for team development
- Coach, counsel and train team members to enhance performance and restrain attrition
- Develop an environment that provides motivation and development opportunities for the team
- Conducts performance appraisal and one-on-one reviews
- Responsible for analyzing the data on the workflow and design shift patterns
- Support and develop direct reports at work
- Develop, manage and grow ongoing consultative relationships with clients, achieving high levels of client satisfaction and significant account growth

Skills

- You will be having strong customer focus
- Outstanding communication skills
- Highly organized, self-motivated, multi-tasking
- People & Administrative Management
- Presentation Skills
- Must be high-energetic, self-motivated and highly organized individuals with a passion for technology and customer satisfaction.