



Client Service Executive

Location: Chennai

Job Description

You will be the voice of the customer for 2adpro and the face of the company for our customers. You have a strong customer-centric focus and have the ability to quickly understand customer requirements and translate them into operational specs.

Responsibilities

- Single point contact for the client and the senior management for a specific shift
- Interface with clients frequently and maintain an excellent relationship with them
- Oversee and coordinate client escalated operational issues
- Manage and oversee effective dissemination of client information to operations teams
- Ensure that the instruction from the client is disseminated across the shift
- Responsible for quality and timely completion of all ads for the assigned accounts
- Ensure that the instruction / feedback received from the client is disseminated
- Ensure compliance across processes
- Ensure that the feedback from client, revision analysis are disseminated to the team members and track for improvements
- Timely flagging of issues to management

Skills

- Good communications skills both oral and written
- Ability to effectively communicate and interface with peers as well as mid/senior level management
- Ability to stay calm and work well under pressure
- Experience in voice support would be an advantage
- Willingness to work in rotational basis
- Basic knowledge in Microsoft Word, Excel and PowerPoint