



Designation: Client Manager

Location: Bangalore

Job Description

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

The Client Manager maintains regular client communication and addresses any client issues. The Client Manager will oversee the ongoing satisfaction and growth of client relationships.

Responsibilities

Client Management

- 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

Project Management

- Oversee and coordinate client escalated operational issues
- Ensure that the feedback from Revision analysis / star ratings are disseminated to the team members
- Constant interaction with Planning Leads / Quality Leads on any issues in the shift
- Timely flagging of issues to management

Reports Management

- Manage and maintain all client dashboards and responsible for distribution of reports
- Manage service level targets for service recovery and responsiveness
- Responsible for preparing Service Recovery Reports
- Consolidate the job direct messages and respond in a timely manner

Skills

- Must have a strong customer focus
- Outstanding communication and presentation skills
- Highly organized, self-motivated and passion for creating customer satisfaction.
- Must work independently as well a team player with high energy, flexible, multi-tasking, etc.
- Proficiency in Browsing & MS – Office suite

Experience/Education

- Graduation in any discipline.
- Over all exp: 7+ years, out of which min. 3+ years in handling and supporting overseas clients
- Experienced in client interaction through e-Mail / chats / phone

Note: Digital Operational exposure is mandate