

Position: Client Servicing Executive

About the Organisation :

Organisation is a national player in shopper marketing and commercial space development execution; consultancy, design and delivery in transport hub and urban development projects. The organisation is headquartered in Bangalore and has national presence with regional offices in Mumbai, Gurgaon and Kolkata. It has its own state of the art manufacturing facilities in South and North India and strategic alliances in other parts of the country. We are an IMS/ISO certified company and an Equal Opportunity employer with robust system and practises.

Job Brief:

Client service executive act as a liaison between external customers and internal departments for their organization. He/She interact with clients through email, telephone, and in-person meetings, as well as interact with other employees to resolve customer concerns and lead to satisfaction of the organisations.

- Understanding client brief & Debriefing to internal teams.
- Ensuring client satisfaction on overall project management.
- Sharing progress reports to Project Manager and clients on daily/weekly basis.
- Tracking day to day assignments with suppliers/vendors & internal teams and analyse overall project progress.
- Timely response on client enquiries and on-going projects.
- Capability to work on multiple clients.
- Smooth planning of monthly billing, timely submission and collection.
- Preparing cost working for client and vendor billing.
- Vendor management & Development
- Timely quality checks of production and completed work.
- Maintain timely submission of client and vendor invoices.

Requirements:

- Bachelor's Degree is a must, MBA shall be value add.
- Minimum 2-3 years' experience in Client servicing from Retail/Mktg. execution agency.
- Should have sufficient knowledge about signages and graphics industry.
- Knowledge of retail display fixtures and shop fitouts shall be value add.
- Proficiency in Microsoft Excel and Power point presentations.
- Ability to handle multiple clients.
- Ability to build rapport with clients.
- Excellent communications skills.
- Should be Comfortable with travel basis project requirements.
- Spoken proficiency in multiple languages shall be added benefit.