

Director of Account Management (Marketing and Advertising)

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Company: Pepper Content

Location: mumbai

Category: other-general

Pepper Content (www.peppercontent.io) is building a global content marketplace that brings companies and content creators together to scale up content creation processes across 75+ content verticals and 150+ content categories. Over the past 5 years, over 150,000+ freelance content creators have applied to be part of the Pepper network of which we work with the top 5% of talent, and on the other end - we work with over 2500+ customers like Amazon, Adobe, Google, HDFC Bank, Adani, and majority of the startup ecosystem. We are on the path to building a global on-demand content marketplace platform that allows for collaboration, discovery, and upskilling for all our creators. Now we are in a rapid expansion phase to enter into more content service offerings, engage a wide spectrum of content creators, and simultaneously scale up our existing services. We are looking for a Director of Account Management who can handle a large portfolio of customers and work as part of the Account Management function at Pepper. This would involve a lot of in-person customer interaction and sales efforts on the individual's part and will involve building and managing a team. We're looking for someone enthusiastic, comfortable with uncertainty, flexible, great with people, understands our technical vision, and isn't afraid to roll up their sleeves and get their hands dirty.

Job Responsibilities:

- Cultivating solid relationships with clients through the provision of exceptional after-sales service.
- Creating a positive onboarding experience for new clients.
- Regularly interacting with clients through telephone calls, email communications, or face-to-face meetings.
- Maintaining an accurate record of all existing and potential clients.
- Inspire repeat business from clients.
- Responding to client inquiries in a timely and professional manner.
- Analyze performance data to offer clients

data-driven business insights and at the same time,use those insights to improve our service offerings● Ensure timely receivables and cash flow from clients● Ensuring smooth functioning of the account internally to help meet all deliverables includingcoordination with design teams, media teams, managers, and other important stakeholders.● Prepare timely team and client updates on all stages of project processes;The ideal candidate must -● At least 8+ years of experience in account management/client services roles in digital marketing agency experience is a big plus.● Have excellent verbal, written communication, and presentation skills.● Have a willingness to be flexible: Works beyond what is described in the job description.● Understand the market and competitor activities.● Be able to seek out the appropriate contact in a targeted organization● Ability to deliver results under pressure.● Have experience in project management● Be able to multitask and work under strict deadlines● Be able to work efficiently under minimal supervision● Proven ability to utilize the Salesforce contact platform requiredBenefits at Pepper:• Paid leaves for new parents• Paid menstrual Leave• Flexible work timings• Medical Insurance coverage for all employees and dependents including Parents or in-laws • - / COVID 19 insurance coverage for all employees and dependents including Parents or in-law

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