

Senior Client Servicing Director

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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 100,000+ freelance content creators have applied to be part of the Pepper network of which we work with the top 5% talent, and on the other end - we work with over 2500+ customers like Amazon, Adobe, Google, HDFC Bank, Adani, and the 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 at the same time, scale up our existing services. To fuel all this, we have some exciting product ideas planned, and we are looking for a Senior Client Servicing Director.

We're looking for someone who is 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.

The ideal candidate will have experience in all stages of the account management cycle. They should be confident in building new client relationships and maintaining existing ones.

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 including coordination 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 experience handling US enterprise clients
- Have excellent verbal, and 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
- Respect handling complaints
- 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 required

Benefits 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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