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Client Servicing Executive

Position Overview

The Client Servicing Executive manages day-to-day client communication, support, and satisfaction. This role is responsible for ensuring a smooth onboarding experience, driving client retention, and acting as the primary interface between clients and internal teams.

Key Responsibilities

- Build strong client relationships through proactive communication and after-sales service.

- Understand client objectives and translate them into actionable requirements for internal teams.

- Conduct regular check-ins via calls, emails, and meetings.

- Monitor satisfaction levels and identify service improvement opportunities.

- Maintain accurate CRM records for existing and potential clients.

- Resolve concerns promptly and professionally.

- Ensure correct documentation and terms of service are maintained to avoid billing discrepancies.

- Support internal teams with client insights and expectations.

Skills & Competencies

- Excellent interpersonal, communication, and presentation skills.

- High service orientation with disciplined follow-up and responsiveness.

- Ability to manage multiple clients simultaneously.

- Calm, professional, and solution-driven mindset.

- Organised, detail-oriented, and strong in documentation.
- Ensure all deliverables meet quality standards and adhere to agreed deadlines.

Qualifications

- Bachelor's degree in Mass Communication, Marketing, Business Administration, or relevant disciplines.

- 2-4 years of experience in client servicing, account coordination, or customer relations.

- Experience in marketing, events, or agency environments preferred.

- Proficiency in MS Office and CRM tools.

- Willingness for field visits and client meetings as required.

Work Details

Working Hours	9:30 AM – 7:00 PM
Location	Koregaon Park, Pune
Travel Requirement	Frequent local travel + outstation as per project demand
Vehicle Requirement	Own two-wheeler (bike mandatory)
License	Valid driving license required