Join Bold Marketing

Client Servicing Executive

Client Servicing Manager

Position Overview

The Client Servicing Manager leads client strategy, retention, and account expansion initiatives. This leadership role guides servicing executives and ensures high-quality delivery aligned with client objectives and organisational standards.

Key Responsibilities

- Serve as the primary escalation point for major accounts.

- Build long-term relationships through proactive engagement and strategic advisory.

- Lead onboarding and ensure smooth handover to servicing teams.

- Establish structured communication cadence through reviews, touchpoints, and meetings.

- Identify account expansion opportunities and contribute to repeat business growth.

- Maintain high standards of CRM documentation and service compliance.

- Guide executives on communication standards, client expectations, and project updates.

- Collaborate across operations, creative, and business teams to ensure aligned delivery.

Skills & Competencies

- Strong leadership and team management capabilities.

- Exceptional communication, negotiation, and client engagement skills.

- Ability to manage escalations diplomatically and efficiently.

- Deep understanding of agency workflows and client needs.

- Strong business acumen and growth-oriented thinking.

Qualifications

- Bachelor's degree in Marketing, Mass Communication, Business Administration, or related fields.

- 5–6 years of experience in client servicing or account management roles.

- Prior experience in an event, advertising, or experiential marketing agency is strongly preferred.

- Proven ability to manage large accounts and mentor junior staff.

- Comfortable with fieldwork, meetings, and travel 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