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Event Operations Manager

Position Overview

The Event Operations Manager leads planning, production, and execution across all event formats. The role ensures end-to-end operational excellence, vendor management, and client leadership while aligning deliverables with organisational and client objectives.

Key Responsibilities

- Drive full-cycle event operations, including fabrication, AV, staging, logistics, and execution workflows.
- Lead client discussions and provide operational leadership during onsite and remote events.
- Prepare pre-event estimations and post-event reconciliation sheets.
- Respond promptly to all internal and client operational requirements.
- Manage event flow from brief to production to closure.
- Work closely with Client Servicing and Business teams to ensure project alignment.
- Delegate responsibilities based on project requirements and team capability.

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- Develop comprehensive event plans, including layouts, timelines, and detailed production schedules.
 - Collaborate closely with creative, design, and production teams to finalize event concepts and execution strategies.
 - Ensure all production deliverables align with quality standards and meet client expectations.
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Technical & On-Ground Expertise

- Demonstrate strong knowledge of Sound, Lighting, AV equipment, Console Management, Virtual/Hybrid event platforms, and modern event technologies.
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Vendor Management

- Develop and maintain a strong PAN-India vendor network.
 - Finalise vendors based on event scale, budget, and technical needs.
 - Maintain long-term vendor relationships to ensure reliability and cost efficiency.
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Skills & Competencies

- Strong leadership and on-ground problem-solving capabilities.
 - Excellent negotiation and vendor management skills.
 - High-level communication and client management abilities.
 - Ability to thrive in fast-paced, deadline-driven event environments.
 - Operational strategic thinking with hands-on adaptability.
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Qualifications

- Bachelor's degree in Event Management, Mass Communication, Business Administration, or related fields.
 - Minimum 3 years of experience in event operations, production management, or large-scale event execution.
 - Proven experience managing multi-vendor environments.
 - Technical expertise in AV, staging, fabrication, and production workflows is mandatory.
 - Experience in client-facing event leadership roles preferred.
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Work Details

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

Client Servicing Executive

Position Overview

The Client Servicing Executive manages day-to-day client communication, support, and satisfaction. Act 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.
- 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.
- Support internal teams with client insights and expectations.

Qualifications

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

Client Servicing Manager

Position Overview

The Client Servicing Manager leads client strategy, retention, and account expansion initiatives. Guide servicing executives and ensure high-quality delivery.

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 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 and client expectations.
- Collaborate across operations, creative, and business teams.

Qualifications

- Bachelor's degree in Marketing, Mass Communication, or Business Administration.
- 5–6 years of experience in client servicing or account management roles.
- Prior experience in an event, advertising, or experiential marketing agency 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