



Client Servicing Manager

Company Profile: White Background Studio

With an experience of over 8 Years, our clients have a keen eye for perfection which has led them to be a partner studio with two of the biggest fashion e-commerce websites in India, Myntra and Jabong. Their E-commerce clientele consists of the likes of Snapdeal, Flipkart, Limeroad, Vista Print, Paytm, Indear.in, Prerto, Pretty Secrets and many more. We now have 3 studios in Mumbai, Bangalore & Delhi.

Company Website: <http://www.whitebgstudio.com/>

Designation: Client Servicing Manager

Job Location: Mumbai Santacruz (E)

Qualification Required: Any graduate (BMM Background Preferred)

Working Days: 6 days working (Monday - Saturday)

Experience Required: 3-4 years

Probation: 3 months

Job Type: Full time, Regular

Reports To: Business Head

Job Profile:

Job Responsibilities:

- Manage multiple brands simultaneously on a daily basis.
- Communicate with clients via phone, text, and email to address inquiries and concerns promptly.
- Identify, comprehend, and resolve client queries efficiently, ensuring client satisfaction.
- Maintain comprehensive records of client communications and complaints, implementing necessary changes for future reference.
- Cultivate and nurture positive business relationships with clients, ensuring client loyalty and satisfaction.
- Disseminate relevant information regarding the company's services to clients.
- Retain existing clients by providing exceptional service and addressing their evolving needs.
- Present additional services to prospective clients, actively seeking new business opportunities.
- Pitch company services, furnish pertinent information, and finalize deals with leads provided.



- Follow up with former clients, persuasively encouraging them to resume utilizing our services.
- Coordinate with internal teams for shoots, ensuring accurate information transfer between teams and clients.
- Facilitate smooth shoot operations by liaising between clients and internal teams during the shoot.
- Oversee the entire organizational workflow from product inception to delivery.
- Maintain regular updates from the team, ensuring optimal team performance.
- Supervise projects from initiation to final payment, ensuring adherence to timelines and client satisfaction.
- Manage campaigns and oversee their end-to-end execution.
- Coordinate with partners and vendors for daily operational tasks.
- Cultivate robust, enduring client relationships.
- Provide leadership and direction to the client servicing team, ensuring clarity of goals and objectives.
- Manage workflow distribution, prioritization, and deadlines to ensure timely delivery of services.
- Act as a point of escalation for client issues, providing timely resolution and ensuring client retention.
- Provide On-the Job training and guidance to the team members.
- Offer constructive feedback and guidance to enhance team members' competencies and effectiveness.

Skills Required:

- Ability to adhere to strict timelines and manage time effectively.
- Proficiency in team management, client coordination, and requirement alignment.
- Ability to manage a team of upto 5 members.
- Capacity to handle multiple clients and assignments concurrently while meeting deadlines under pressure.
- Exceptional attention to detail, delivering error-free content consistently.
- Strong customer service ethos and excellent interpersonal skills.
- Up-to-date knowledge of creative processes and techniques.
- Excellent verbal and written communication skills.
- Effective team player, fostering collaboration and synergy.
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint) and Google Suite.