



ACCOUNT LEAD (JUNIOR PROGRAM COORDINATOR)

About us

GRG India is a leading provider of end-to-end loyalty management services in India. Our business provides solutions to engage, motivate and Reward people. We offer a mix of both SAAS products and bespoke solutions to help our clients engage and incentivize their employees, customers, and channel partners. Our clients include some of India's top brands across BFSI, FMCG, Construction, IT, Agro Chemicals, and Automotive industries.

Some examples of our products are :

- **Buzzz** – a comprehensive Reward and social recognition product for employee engagement that helps drive performance and innovation at the workplace. It is designed to empower business, from accelerating employee engagement to helping appreciate good work and motivating employees to deliver on business objectives.
- **My Incentives** – Gamified incentive platform to drive performance for sales teams and channel partners.
- **My Supercheques** - Dynamic and scalable Reward platform designed to incentivize and recognize in real-time by issuing digital e-codes. This can be used for promotions and as a quick and easy Reward for Employees and Channel as well. Employees can turn their e-codes into digital or physical gift card Rewards.

This role reports to

Senior manager – Operations

3 best things about the job

- € Play an integral role in ensuring success for program performance.
- € Actively identify development opportunities for yourself to ensure Performance Excellence
- € Build strong relationships with internal departments to ensure understanding of proposition



Responsibilities of the role

- € Execution of program deliverables in coordination with the client and internal stakeholders – as per agreed SLAs and quality expectations
- € Managing complex program data and MIS
- € Daily program related activities throughout the program life cycle
- € Develop and manage strong relationships with other internal departments to ensure outstanding service and solutions
- € Ability to coordinate and manage multiple programs

What you will need

- Advanced level MS Excel proficiency including data analysis will be added advantage.
- 1 to 2 years of experience in similar role.
- Ability to work with multiple internal and external stakeholders.
- Excellent verbal and written communication skills.