



CLIENT SERVICING – ACCOUNT MANAGER

About us

GRG India is a SAAS company providing products in incentive and reward management. Our SAAS products help companies 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.

We have 2 SaaS products:

- **My Incentives** – This is a gamified incentive platform designed to drive performance for sales teams and channel partners. The users of My Incentives range from direct sales teams on the company's payroll to indirect sales teams including channel partners, distributors, field sales teams, inside sales teams, retailers, stockists, and gig workers. Our platform can calculate incentives for complex sales schemes, and we have a seamless mechanism for delivery of incentive payouts. It offers real-time tracking through gamified campaigns like milestone journeys, races, and target meters, automated incentive calculations, and fast reward disbursement directly on the app.
- **Buzz** – a comprehensive Reward and 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.

Key purpose of the role

In this role, you will be responsible for overall client experience with our organization and our products.

You will work closely with clients in identifying, understanding, and meeting their specific needs and pain points.

Ensure the day-to-day delivery of all operational elements in a timely manner and to a high-quality standard.

Provide insights and actionable recommendations during presentations or business reviews and also by providing value-added analysis.

Success in this role will be demonstrated by improved client retention and satisfaction while growing new business opportunities with existing clients

Responsibilities of the Role



Operational Excellence

Manage the delivery of various client accounts.

Prepare appropriate operational documentation for your accounts ie. Monthly program reports, Statement of Work, Project plan, programme documentation, SOP's etc.

Develop and manage strong relationships with other internal departments to ensure outstanding service and solutions.

Customer Satisfaction

Develop and manage strong relationships with clients that ensure retention of clients.

Ensure high standards of delivery and resolve client service concerns.

Conduct regular formal reviews with clients to ensure satisfaction and identify opportunities for improvement.

Financial Performance

Identify potential opportunities to add value and grow client relationships

Responsibility for accurate invoicing, forecasting and financial performance of client programmes

Work with Line Manager to support the delivery of growth revenue in line with agreed budgets.

Learning & Growth

Build strong relationships with internal departments to ensure understanding of all appropriate products and services.

Contribute to product development- Identify and recommend enhanced and new features that answer clients' business needs and add value to our product offering.

Demonstrate GRG India values and behaviours in all interactions with clients and colleagues.

Principal working relationships

External Clients

Main point of contact for client for day-to-day delivery of agreed account elements.

Build and maintain ongoing relationships with the identified key persons within the client organization.

Internal:

Client Solutions Head, AVP Client Servicing



AVP Reward, Senior Manager Operations

Skills and Experience

Essential

Ability to communicate effectively with clients – being able to build rapport quickly & maintain and develop ongoing productive relationships.

Data Driven Approach - Ability to analyse data and recommend proactive initiatives to drive value through the program.

Excellent organisational and project management skills.

Ability to plan and prioritise tasks, anticipate problems and act to minimise risks.

Manage time effectively

Ability to juggle multiple projects at once - Thrives on pressure

Proven track record of delivering profitable programmes for clients

Experience: 2- 4 years' experience in growing engagement and servicing clients.
(Preferably reward and incentive programs)

Desirable Personal Qualities

A positive upbeat attitude - able to establish trust easily

Consistent and self-disciplined

Commercial and financial acumen

Excellent written and oral communication skills