Pakistan Jobs Expertini®

Client Success Director

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Company: Silverdale Location: , , Pakistan Category: sales-and-related

As anAccount Manager, you will be instrumental in leading and managing key client relationships and projects. Your role will involve:Leading complex, multi-phase projects to successful completion, ensuring adherence to milestones and high standards of quality. Proactively managing communication with clients and internal teams, addressing risks, progress, and resource needs. Overseeing and participating in the hiring process for peers and junior team members, as well as planning and organizing their workloads. Independently leading client calls without the need for support from the Executive Level Team (ELT). Consistently applying and advocating for the Silverdale Implementation Methodology (SIM) within the team, while also coaching others in its effective use.Upholding and exemplifying all company Tenets, and mentoring others to align with these principles. Identifying and capitalizing on opportunities to expand business with existing clients, including preparing and presenting compelling proposals. Maintaining and enhancing the quality, accuracy, and coverage of our knowledge base. Client RelationshipLeadershipMaintain Quality and AccuracyTechnical ExpertiseProject & People ManagementResponsibilitiesLeads on complex, multi-phase Projects.delivers consistently on MilestonesProactively communicates risks, progress, and needs both externally and internallyLeads and participates in hiring of peers and junior resources.Plans and organizes workload for othersLead Client CallsIdentifies opportunities and prepares proposals for existing ClientsMaintains the quality and accuracy, and actively increases the coverage of our knowledge baseMust HaveProven experience in account management, with a track record of successfully managing complex projects and client relationships. Strong

communication and leadership skills, capable of guiding teams and managing client expectations.Highly creative and autonomousAttention to detail and a focus on maintaining high standards of quality and accuracy.Nice to haveExperience working in diverse cultural environmentsAbility to think strategically and bring innovative solutions to complex problemsStrong analytical skillsWhat's great in the job?Great team of smart people, in a friendly and open cultureNo dumb managers, no stupid tools to use, no rigid working hoursNo waste of time in enterprise processes, real responsibilities and autonomyExpand your knowledge of various business industriesCreate content that will help our users on a daily basisReal responsibilities and challenges in a fast evolving companyEach employee has a chance to see the impact of his work.You can make a real contribution to the success of the company.Several activities are often organized all over the year, such as weeklysports sessions, team building events, monthly drink, and much morePaid Time off, Family Health Insurance, Provident FundGrowthClear expectations and growth plan.TrainingAccess to internal and External training/ Coaching programs.Fun, Eat & DrinkTeam Outings, In Office Tea and coffeeprovided.

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