

**Title:** Client Engagement Manager

**Department:** Project Management

**Summary:** Responsible for structuring and managing the service deals through the process of design, implementation and on-going tracking, thereby achieving engagement profitability and customer satisfaction.

**Duties and Responsibilities:**

- Planning and implementation of engagement process.
- Effectively communicating with the clients for understanding the requirements and objectives.
- Validating scope, conducting project kick-offs and engaging in discussions with the project team.
- Managing vendor resource planning and addressing resource performance issues.
- Managing and monitoring the project performance with regards to project delivery, progress, economies and other aspects.
- Managing any dispute or conflict and acting as the escalation point.
- Making presentations and reports, including client recommendations if required.

**Working Conditions:** Working shift of 9 hours with 1 hour break

**Report To:** Director- Operations

**Education:** A post-graduate in Marketing/ International Business/Finance or other related discipline from any recognized university.

**Experience:** Min 5 years of experience in the field.

**Knowledge, Skills and Abilities:**

- Proven experience in knowledge management, complex business transformation and change management.
- Must have a critical and creative thought process.
- Capable of evaluating alternatives and making action plans.
- Leadership abilities, in a multiple project environment, which can influence clients, team members, and key stakeholders.
- Excellent verbal and written English skills.
- Good interpersonal skills.

Interested candidates may send their applications to [contact@marketquotient.com](mailto:contact@marketquotient.com)