

JD | Manager- Operations and Client Support

Flexing It is a leader in the professional freelance and on-demand talent space with focus on India, SEA and the Middle East. We help 3,000+ organizations across 50+ countries connect with top-tier independent consultants, senior executives, subject matter experts, and boutique firms. We provide flexible, alternate engagement formats to solve strategic, operational, and leadership needs with speed and precision. Visit us at www.flexingit.com to know more.

We are looking for an Operations and Client support Manager to join our team. Some of the qualities we are looking for are:

- Self-starter with high energy - experience in a fast-growing startup will be a plus
- Solid analytical and problem-solving skills
- 8-10 years of relevant work experience, preferably in a B2B setting
- Account Management experience with large corporates is preferred
- Strong communication and inter-personal skills
- Personal and professional integrity

Key responsibilities:

- **Client support for projects**
 - Understanding requirements of the key accounts assigned and guiding associates on leveraging the platform to find the perfect fit consultants (guidance on ideal profile, making optimal use of the technology)
 - Reviewing the shortlist of consultants for a project and sharing those with the client
 - Supporting associates where needed on consultant interaction for negotiation on fees, etc.
 - Staying in touch with clients for query resolution and any support required
- **Account Management**
 - Own and build strong relationships with key accounts assigned. This will include staying in regular touch with clients, updating them on new products and services
 - Take ownership for revenue targets for the assigned accounts
 - Represent Flexing It externally and undertake calls and presentations with new clients
- **Cross-cutting initiatives**
 - Own and drive cross team projects from time to time which could include driving specific partnerships, taking the lead on a product/tech related process, etc.

Delhi / Full-time (Hybrid)

