

JD | Manager- Operations and Client Support

Flexing It[®] is the largest platform in India and Southeast Asia enabling organisations to access experienced independent consultants and domain experts **‘on-demand’** and **manage them at scale.**

Featured in 2022 as one of the **highest growth companies in APAC, by the Financial Times**, Flexing It[®] has built a technology-driven solution that caters to over **3,000 corporates and 80,000+ independent consultants**, using proprietary tools and market knowledge to make the experience effective, efficient and scalable.

Our community of vetted consultants spans all core business functions and sectors, and brings rich experience that our technology matches to your projects. Flexing It can help clients find the right consultant for projects that span a few days to a few months based on what the assignment needs.

For our high-use clients, Flexing It provides an Enterprise product suite that helps them access consultants, track project delivery, ensure efficient contracting & payments - all supported by a layer of analytics. In addition to helping organizations find experienced resources for projects,

There are already strong tailwinds to the professional gig economy globally and this presents an exciting opportunity for you to join Flexing It and contribute to the growth story.

We are looking for an Operations & 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
- Proficient with MS Excel and Power Point
- 8-10 years of relevant work experience, preferably in a B2B setting
- Sales and/or Account Management experience with large corporates is a must
- Strong communication and inter-personal skills
- Personal and professional integrity



Key responsibilities:

- **Account Management**

- Own and build strong relationships with key clients assigned. This will include staying in regular touch with clients, updating them on new products and services
- Think through ideas to expand Flexing It's work in each key account – map businesses where we aren't present, identify priorities for the client
- Develop quarterly and monthly plans by client and take ownership for revenue targets for the assigned accounts
- Represent Flexing It externally and undertake calls and presentations with new clients
- Drive targeted BD initiatives - by sector or by client type – over and above key account management responsibilities

- **Client support for projects**

- Understanding requirements of organizations 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

- **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.

Location- Delhi and Mumbai

Capacity- Full-time / Hybrid

