

Position Title	Associate Manager – Client Services
Department	Project Management
Schedule	Full-Time
Location	Mumbai/Gurugram/Bangalore

OVERVIEW

Course5 Intelligence

We enable organizations to make the most effective strategic and tactical moves relating to their customers, markets, and competition at the rapid pace that the digital business world demands. Founded in 2000, our business areas include Market Intelligence, Big Data Analytics, Digital Transformation, Artificial Intelligence, and Analytics. Rapid advances in Artificial Intelligence and Machine Learning technology have enabled us to create disruptive technologies and accelerators under our Course5 Intelligence suites that combine analytics, digital, and research solutions to provide significant and long-term value to our clients.

More information can be found at www.course5i.com

Global Offices

United States | India | United Kingdom | Singapore | United Arab of Emirates

SPECIFIC RESPONSIBILITIES

- Complete delivery ownership of assigned accounts and projects
- Leading critical, high profile and large scale projects with typical sampling requirements or setups, large scales projects, including multiple methodologies, partner mix, social media, etc.
- Coordinate and troubleshoot (as necessary) with the vendors and delivery teams to facilitate quality and time bound delivery to manage client expectations with proposed alternative solutions
- Direct, supervise and mentor a team and allocate project tasks across the team; drive the implementation of process improvements and enforce compliance.
- First level of escalation for all delivery related concerns for designated clients and account sales
- Responsible for project/account reconciliation/review and any requisite follow ups in conjunction with sales
- Responsible for creating client preference sheet/s and knowledge database for requisite trainings or transitions
- Consult Project Managers, Sales, vendor management team on sampling/data collection best practices, sample planning, targeting, pre-screening, etc.
- Maintain productive relationship with all internal teams including Operations, Sales and Vendor Management

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Any Graduate with 6+ years of experience in custom market research project management.
- Should have team handling experience
- Self-starter with ability to learn quickly and thrive under pressure in a fast-paced environment
- Knowledge of Office Applications (Word / Excel / PPT) is a must