

Client Experience Executive/Manager

Description

We are seeking a dynamic and experienced Client Experience Executive/Manager to join our team, reporting directly to the Associate Vice President – Operations. The ideal candidate will play a pivotal role in managing and enhancing client relationships, ensuring client satisfaction, and driving revenue growth.

Responsibilities

Account Management and Governance:

- Regularly communicate with existing clients through various channels, including emails, calls (audio/video), and face-to-face meetings as needed.
 - Weekly meetings-led by Account Manager, but supported by Client Experience Executive/Manager. Goal would be to observe patterns, manage client expectations, etc.
- Keep clients informed about ongoing projects, presenting regular reports covering budget, high-level trends, and manage client satisfaction.
 - Monthly meeting-led by Client Experience Executive/Manager
- Work with the Account Manager to support delivery by providing insight from the client's perspective.

Revenue Growth:

- Collaborate with Account Manager and clients to identify areas for expanding services and offerings.
- Support the development of compelling proposals and pitches that highlight our value proposition and competitive edge.

Client Trust:

- Build and maintain strong relationships with clients through regular check-ins, updates, and reviews.
- Understand clients' needs and challenges, providing effective solutions that address their pain points.
- Ensure client satisfaction with our work and foster trust in our brand.
- Function as the "voice of the client," serving as a consultant for the Account Manager and project team in solutioning scenarios.
- **Scope Creep and Change Management:**
 - Stay informed of and/or consulted for any scope or change management based on the client relationship.
 - Act as the communicator for scope or change management when necessary.

SOW (Point of Hand-off to Delivery):

- Review all Statements of Work (SOWs) to ensure alignment with terms established during pre-sales conversations.
- Collaborate with Account Manager or Head of Delivery to draft mutually beneficial SOWs for new project types or new clients.

Qualifications

Hiring organization

ansrsource

Employment Type

Full-time

Job Location

Remote in India

Date posted

February 10, 2026

- Proven experience in client relationship management, account management, or a similar role.
- Strong understanding of industry trends, market dynamics, and client needs.
- Excellent communication, negotiation, and presentation skills.
- Ability to collaborate effectively with cross-functional teams.
- Detail-oriented with a focus on client satisfaction and retention.

Equal opportunity statement:

ansrsource provides equal employment opportunities to all team members and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, caste, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. We respect and support diverse cultures, backgrounds, talents, and perspectives. We believe embracing diversity and creating an inclusive environment will help us grow and succeed as an organization and better serve learners, who are the ultimate audience for all we create.