



Job Title Client Coordinator

Location: Noida

About Us:

Nuform Social is a new-age IT and Digital Marketing Company headquartered in Noida that specializes in creating innovative solutions for digital marketing and IT for your business with a focus on providing an incredibly satisfying experience. We offer a range of services, including marketing automation, application and software development, digital marketing, search engine optimization, social media marketing, search engine marketing, content marketing, mobile app development, email marketing, and corporate advertisement

Job Description:

As a Client Coordinator at Nuform Social, you will play a crucial role in nurturing and managing relationships with our key clients. You will be responsible for understanding their needs, ensuring the timely delivery of products and services, and serving as a liaison between clients and internal teams. Your role will involve proactive communication, problem-solving, and driving sales opportunities through effective relationship management.

Responsibilities:

1. Develop and maintain solid relationships with key clients to foster long-term partnerships.
2. Gain a deep understanding of client needs, requirements, and objectives to provide tailored solutions that meet their business goals.
3. Expand relationships with existing clients by consistently proposing value-added solutions and identifying upselling and cross-selling opportunities.
4. Ensure the timely and accurate delivery of products and services to clients, addressing any issues or concerns promptly to maintain trust and satisfaction.

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5. Serve as the primary point of contact between clients and internal teams, facilitating communication and collaboration to ensure seamless project execution.
6. Resolve client issues and complaints effectively, demonstrating exceptional problem-solving skills and a commitment to exceeding client expectations.
7. Play an active role in generating new sales opportunities by identifying potential leads and nurturing them into long-lasting relationships.
8. Prepare regular reports on client progress, feedback, and forecasts to internal stakeholders, providing insights and recommendations for improvement.

Requirements:

1. Bachelor's degree in a relevant field.
2. Excellent communication skills, both written and verbal, with proficiency in English.
3. Understanding of website and SEO terminology, with a keen interest in digital marketing.
4. Proficiency in Microsoft Office applications.
5. Strong interpersonal skills, with the ability to build rapport and maintain relationships with clients.
6. Demonstrated ability to handle multiple client accounts simultaneously while delivering exceptional customer service.
7. Strong negotiation and leadership skills, with the ability to influence and drive results.
8. Exceptional problem-solving abilities and decision-making skills.
9. Excellent presentation skills, with the ability to articulate ideas effectively.
10. Willingness to travel for client meetings as required.