

UNLIMITED WP

https://careers.unlimitedwp.com/?post_type=jobs&p=16699

Account Manager – WordPress Project

Description

We are a team of 85+ expert developers and designers who strive to make a difference on the web every day. At UnlimitedWP, our goal is to build web projects that offer beautiful experiences. We exclusively work with digital agencies around the world to offer dedicated WordPress support.

We are searching for communicative candidates who are proactive and passionate. Account Managers will work with Project Coordinators and Development team to ensure that client needs are understood and satisfied. The responsibilities of an Account Manager include handling client complaints, collecting and analysing data, collecting client feedbacks and testimonials and improving the overall customer experience.

To be successful as an Account Manager, you should be comfortable working within a team, have a keen eye for detail, and have excellent organisational skills. You should be resourceful, analytical, adaptable, and organised with the ability to build rapport with clients.

Responsibilities

- Overseeing the work delivery and updates shared by Project Coordinators
- Identify and report the challenges faced by clients operating with UnlimitedWP team
- Assist with challenging client requests or issue escalations as needed
- Collaborate with internal departments to facilitate client need fulfillment
- Collect, analyze and document client's preferences, processes and behaviour
- Compile project reports and inform management regarding problems
- Evaluate standard of work delivery
- Keep accurate records pertaining to team strength and forecast the hiring
- Resolve complaints and prevent additional issues by improving processes
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Act as client advocate with a focus on improving the client experience.

Qualifications

- Degree in Computer Science, Information Technology, or related field.
- Experience as a WordPress Developer or managing WordPress projects preferred.
- Exceptional verbal and written communication skills.
- Ability to collect, track, and analyze large amounts of data.
- Adaptability and strong problem-solving skills.
- Ability to build rapport and collaborate with others within the company and externally.
- Understanding of consumer behaviors and industry trends.
- Fluent Hindi or Gujarati along with English.

Employment Type

Full-time

Beginning of employment

Immediate

Duration of employment

Permanent

Job Location

504 & 613 – 615, J. B. Tower, Drive-In Road, 380052, Ahmedabad, Thaltej, India

Working Hours

10 AM to 7 PM (morning shift) OR
12 PM to 9 PM (afternoon shift) OR
4 PM to 1 AM (evening shift)
(Flexible Hours, Time Zone: IST)

Valid through

31.12.2023

- Able to offer guidance and support.
- A creative thinker.
- Excellent knowledge of Web Development disciplines.

Experience

- Minimum 3 Years of work experience managing and assisting WordPress Projects.
- Knowledge of Web Development Industry is must. WordPress knowledge with be added bonus.

Job Benefits

- Grow your career with our fast-growing company
- Be a part of a unique WordPress agency
- Flexible timings
- Benefit Plan
- Paid Leave
- 5 Days Working
- Health Benefit
- Process-driven and established environment
- Bi-weekly training sessions

Contacts

For any further information, you can reach out to us at hr@unlimitedwp.com / foram@unlimitedwp.com.

Important Note: During the application process, ensure your contact information (email and phone number) is up to date and upload your current resume when submitting your application for consideration. To participate in some selection activities you may need to take a Practical Test (at home).

Hiring organization

UnlimitedWP