



## White Globe

White Globe is Asia's leading Language Service Provider (LSP) offering Translation & Localisation services in more than 350 Foreign and Indian Languages. These services are mainly used by MNC Companies who do business in multiple languages or Indian Multinationals with Global presence. In a short span of Four years White Globe is already servicing more than **2000 clients** across the globe including **more than 50 Fortune 500 Companies**. Right from its inception, White Globe has won several Industry leading accolades like *"The Company of the Year 2019"*, *Best in Translation and Localisation-India, Corporate Excellence Award, UK*, *"The Most Admired Language Service Provider in India, CEO of the Year 2019"* and *"Best Companies to Work For 2021"* etc.

White Globe services are backed by advanced technology and an innovative knowledge center. The services are delivered maintaining very high level of Quality by a team of highly competent project managers and delivery professionals. White Globe offers a dynamic work environment to encourage innovative thinking and honing one's leadership skills

We are looking for an amazing, talented, Global Account Manager (GAM) who will lead account management by prospecting, cross-selling and up selling Language Services in the named accounts (Global Accounts) . If you love opening doors in customer accounts (prospecting) and selling services in them, we have the perfect opportunity for you to join us during this very exciting time.

The GAM will be a strategic partner for our customers at every stage of the buying process. They're focused on building loyalty to ensure long-term client retention by presenting product information, addressing customer issues and cross selling and upselling.

The ideal candidate will have a thirst for knowledge, the ability to learn quickly and easily grasp new services. You will also be able to communicate clearly with customers to create strategies that grow our customer base.

The GAM will be the point of contact for Named account customers who are looking to buy products and services, and they will be the primary contact for customers throughout the lifespan of the account. The GAM will also work closely with the Marketing, Content Marketing and Pre Sales Team to close deals and identify cross sell and upsell opportunities and close those deals in the named customer accounts.

Please visit: [www.whiteglobe.co.in](http://www.whiteglobe.co.in) Available in Eleven Languages

### POSITION DESCRIPTION SUMMARY

Function: Global Account Management

Location : Gurgaon, Pune, Mumbai

Position Title: Global Account Manager (GAM)

Reporting To: Head of GAM

**I) Position Summary**



### **Key Objective / Purpose of the Job:**

- Articulate White Globe Services and value proposition to Global Accounts
- Source, develop, close and manage a pipeline of new client prospects (Global Accounts)
- Manage and maintain current customer accounts (Global Accounts)
- Manage time effectively to prospect, follow up with and grow existing accounts, and manage administrative responsibilities
- Develop and implement custom marketing opportunities, based on customer need, to increase customer satisfaction and language services spend
- Provide exceptional customer service with a focus on details and the needs of the client
- Weekly sales forecasting and pipeline management
- Coordinate with creative, production and management staff on service portfolio and marketing initiatives
- Long Term Client Relationship Management
- Brand and Product Promotion
- Proactive Problem Resolution
- Develop and Manage Client Portfolios
- Sustain Business Growth and Profitability by Maximizing Value
- Analyze customer data to improve customer experience
- Hold Product Demonstrations for Customers
- Improve onboarding process
- Mediate between clients and Organisation
- Handle and resolve customer requests and complaints
- Minimize customer churn

### **II) Person Specification:**

#### ***a) Essential***

#### ***Qualifications and Skills:***

- Bachelor's degree preferably with an MBA
- Communications or marketing degree.
- Highly organized and able to multi-task.



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|  | <ul style="list-style-type: none"><li>• Self-driven and proactive nature.</li><li>• Excellent communication and interpersonal skills.</li><li>• Demonstrate leadership qualities.</li><li>• High computer literacy and ability to learn new software.</li><li>• Knowledge of customer success processes.</li><li>• Experience in document creation.</li><li>• Patient and active listener.</li><li>• Passion for service.</li><li>• Is able to meet deadlines</li></ul> |
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