

Job Description

Client Servicing- ORM

Key Requirements:

- Bachelor's degree in Marketing or any related field
- 6 months internship in ORM/ Client servicing/ Account management within a digital marketing agency
- Excellent communication and interpersonal skills.
- Strong time management, organisational abilities, and attention to detail.
- Strong command of Microsoft Office suite (Outlook, Excel, Word, PowerPoint, etc.)
- Familiarity with marketing analytics and reporting tools.
- Accommodation of rotational working days: 5 days a week (Saturday and Sunday compulsory working with rotational week offs)

Key Responsibilities:

- Respond to customer queries across social media platforms including Twitter (X), Instagram, Facebook, YouTube, and LinkedIn.
- Draft accurate and empathetic customer responses using AI tools, with human review before posting.
- Monitor social media channels continuously and flag priority or escalated customer concerns for immediate action.
- Collaborate with the Client Servicing (CS) team to ensure clear communication and quick resolution of customer concerns.
- Prepare basic reports and summaries on customer interactions, escalations, and resolution status.
- Provide general support and take up any additional tasks assigned by the CS team to ensure smooth operations.