



**IndiaMART InterMESH Ltd.**  
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**Title / Designation** : Executive – Client Servicing  
**Location** : PAN INDIA (Currently Work From Home)  
**Department** : CSD (Client Servicing Division)

#### **About the company:**

**IndiaMART** is India's largest online B2B marketplace, connecting buyers with suppliers. With 60% market share of the online B2B Classified space in India, the channel focuses on providing a platform to Small & Medium Enterprises (SMEs), **large enterprises** as well as individuals. Founded in 1999, the company's mission is 'to make doing business easy'.

IndiaMART offers a platform to over 119 million buyers to search from over 71 million products and get connected with over 6.4 million reliable and competitive suppliers.

IndiaMART has been the proud recipient of the "Most Promising Company of the Year" at the CNBC Awaaz CEO Awards in 2019, 'Video Content in a Business Website- Special Mention' at Video Media Awards and Summit 2019, 'Best Online Classified Website' at Drivers of Digital Summit & Awards 2018, 'Best Business App Award' at GMASA 2017, 'Special Contribution Award' at WASME – Super SME Awards 2016, Manthan Award South Asia and Asia Pacific 2013 under the 'E-business and Financial Inclusion' category and Red Herring 100 Asia Awards 2008.

IndiaMART has over 2,826 employees located across 31 offices in the country. We look forward to having you as a part of the team.

#### **Position Description:**

Our client servicing professionals focus on managing clients, maintaining a long term relationship with clients and maximizing sales opportunities within them. This position allows you to build productive, professional relationships with key personnel in assigned client accounts.

Our top client servicing professionals are passionate and driven in order to produce top results, all the while maintaining integrity. Position holder will be an individual contributor, responsible to generate revenue through serving existing clients, managing their retention and renewal year on year and upsell.

#### **Job Summary:**

- To generate leads & Identify decision makers within targeted leads and initiate the sales process
- To penetrate all targeted accounts and originate sales opportunities for the company's products and services
- To set up and deliver sales presentations, product/service demonstrations on daily basis
- To ensure systematic follow-up with the client organizations to take the sales pitch to time-bound closure

- To be an interface between the customer and internal support teams to ensure that the customer receives the best possible service from the company
- To ensure that all payments are collected as per the company's payment terms
- Ensure adherence to sales processes and requirements
- Achievement of monthly, quarterly & yearly business plan
- Forecast sales, develop "out of the box" sales strategies/models and evaluate their effectiveness
- Evaluate customers skills, needs and build productive long lasting relationships
- Meet personal and team sales targets
- Research accounts and generate or follow through sales leads
- Attend meeting, sales events and trainings to keep abreast of the latest developments
- Achieving **sales targets through new client acquisition** and growing existing client base
- Area Mapping, cold calling, prospecting, negotiation, closing on commercials and deals
- Building and managing strong relationships with clients and customers
- Selling high-end, customized online property solutions

**Knowledge:**

- Knowledge and application of sales techniques such as: Seek Opportunity, Rapport building, selling on emotion, ownership, building value in the product, and upselling.

**Skills:**

- Quick thinking and problem solving skills
- Able to work independently and as a team player
- Excellent verbal communication skills
- Excellent active listening skills

**Attitude & Behavior:**

- Positive and enthusiastic attitude
- Handles Rejection well
- Customer focus and result oriented approach

**Qualification:**

- Only MBA
- Min 70% in 10<sup>th</sup> and 12<sup>th</sup>
- **Min 55% in Graduation and Post – Graduation**