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*We create a better world by helping companies become great workplaces.*

## ABOUT THE ORGANIZATION

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Great Place to Work® Institute is the global research and consulting authority on workplace culture, that helps organizations identify, create and sustain High-Trust, High- Performance Culture™ at their workplaces. The Institute has crafted its perspective by learning from great leaders, surveying millions of employees, and examining thousands of best workplaces around the globe.

Great Place to Work® believes that all organizations can become great workplaces and hence, highly productive organizations, by fostering trust within the ethos of their culture - referred to as High-Trust, High-Performance Culture™.

The Institute serves businesses, non-profits and government agencies in more than 60 countries and has conducted pioneering research on the characteristics of great workplaces for over three decades. Companies of all sizes look to us for our assessment tools, training, advisory services, conferences and workshops. Great Place to Work® assessment is considered the Gold Standard for workplace culture globally. It's all part of our passion to create a better world by helping organizations become great workplaces.

Every year, Great Place to Work® Institute partners with more than 10,000 organizations and analyses perspectives representing the voice of over 12 million employees around the world. This helps organizations create and sustain a High-Trust, High-Performance Culture™. In India, the Institute partners with around 1000 organizations annually to work towards the mission of 'Making India a Great Place to Work® FOR ALL

The Institutes' research shows that great workplaces are characterized by great leadership, consistent employee experience, and sustainable financial performance. These organizations are able to deliver a consistent experience to all their employees irrespective of their role, gender, tenure or level in the organization. Their leaders believe in the vision of creating and sustaining a Great Place to Work for ALL and role model being 'for ALL' Leaders.

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| <b>Role</b>  | Account Manager <ul style="list-style-type: none"><li>Relationship Management with CXOs of client organizations</li><li>Product Demos to prospective clients</li></ul>  |
| <b>Location</b>  | Mumbai (Hybrid model)   |
| <b>Basic Qualifications</b>  | Bachelor's/Master's Degree<br>Preferred Specialisation: Marketing / Human Resources   |
| <b>Required Experience</b>   | 1-3 years of experience in a similar role   |
| <b>Salary</b>  | At par with industry standards  |
| <b>Required Competencies</b>   | <ul style="list-style-type: none"><li>Bachelor's or master's degree in sales, marketing, or related field.</li><li>Excellent customer service skills.</li><li>Strong conflict resolution skills.</li><li>Advanced communication and interpersonal skills.</li><li>Empathy and patience.</li><li>Advanced organizational skills.</li></ul> |
| <b>Role and Responsibilities</b> <ul style="list-style-type: none"><li>Communicating with customers and sales representatives.</li><li>Complete ownership of engagement, retention, and reactivation funnel and marketing activities and focus on improving product metrics (DAU, MAU, Retention, etc)</li><li>Gathering information about customer complaints.</li><li>Developing aggressive retention strategies based on customer feedback.</li><li>Negotiating with customers to renew contracts and retain business.</li><li>Meeting with the sales and product team to propose customer retention solutions.</li><li>Writing and presenting customer behavior reports.</li><li>Building positive relationships with customers and business associates.</li><li>Responsible for replying to all the emails, messages, and queries for the better experience of the customers.</li></ul> |   |

## WHY SHOULD YOU APPLY?

- You will be joining our mission to help numerous organizations transform their workplaces and thereby impact industry and society.
- You will have the unique opportunity to drive a pioneering study in the areas of workplace wellness in the country and contribute to make India a healthy place to work.
- You will get the opportunity to learn continuously from the best employers globally
- You will have the opportunity to write articles, address seminars and be known as a thought leader.
- You will get an opportunity to build your individual brand by getting exposed to networks with the CXOs and Head HRs of the best workplaces in India
- You will get to experience a unique and sought-after business model in this space.



## CONTACT

Please email your updated resume, along with a cover letter addressing how you meet the above requirements, to [in\\_careers@greatplacetowork.com](mailto:in_careers@greatplacetowork.com) (Subject: Application for Account Manager - Lissen.io)

## DIVERSITY POLICY

Great Place to Work® is an equal opportunity employer that encourages women, people with disabilities and those from economically and socially excluded communities with the requisite skills and qualifications to apply for positions

To read more about us: <https://www.greatplacetowork.in/>

The logo for "FOR ALL" features the word "FOR" in large, bold, multi-colored letters (blue, orange, red) and "ALL" in large, bold, multi-colored letters (teal, green, purple). A small "TM" symbol is to the right of "ALL".

Better for People.  
Better for Business.  
Better for the World.

