

# Associate – Client Engagement

Designation	Associate Client Engagement
<b>Company</b>	Docplexus is the largest and fastest growing platform for doctors in India. As of today there are 200000+ doctors registered on the platform and is growing by 6000 new registered doctors every month. Docplexus focuses on peer-to-peer exchange of patient cases, dialogue and interdisciplinary learning to improve medical outcomes. It is a trusted and secure platform accessible exclusively for medical practitioners, offering real-time dialogue, exchange and interaction in clinical and non-clinical forums, knowledge centers, treatment guidelines, certified educational resources and latest medical news.
<b>Job Description</b>	<ul style="list-style-type: none"> <li>• Be a point of contact for client accounts and work with both internal and external stakeholders</li> <li>• Take responsibility for customer problem resolution and satisfaction</li> <li>• Regular interaction with clients in order to maintain cordial relationships</li> <li>• Co-ordination with content and client teams to ensure timely delivery of projects</li> <li>• Generation of reports for all client related projects</li> </ul>
<b>Desired Profile</b>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Co-ordination of customer meets, visits and other specific requirements of customers.</li> <li>• Understanding needs of customer</li> <li>• Empathic development of long-term customer relationships</li> <li>• Agile project management</li> </ul> <p><b>Personality</b></p> <ul style="list-style-type: none"> <li>• Positive and trustworthy</li> <li>• Go getter with hands-on approach</li> <li>• Self-starter, results-driven and never satisfied</li> <li>• Willingness to travel to client location</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in account management to deliver projects to clients</li> <li>• Background in Lifesciences/Healthcare / Pharma</li> <li>• Start-up experience is preferable</li> </ul>
<b>Industry Type</b>	Account Management
<b>Education</b>	<ul style="list-style-type: none"> <li>• Graduation in Lifesciences/Healthcare</li> <li>• MBA from a reputed institute is welcome but not necessary</li> </ul>
<b>Location</b>	Base location in Pune and frequent visits to client locations within India
<b>Work environment &amp; compensation</b>	<ul style="list-style-type: none"> <li>• A high-performing team that with proven success</li> <li>• A nurturing environment with hands-on coaching from our European investors</li> <li>• Self-responsibility and room for creativity</li> <li>• Being a significant part in making India's healthcare better</li> </ul>