

Job Description

Job Title: Project Manager

Place: Mangalore

Overview:

We are looking for an experienced and confident Project Manager, to manage client communication, lead coordination, follow-ups, and internal coordination with various departments. The role will primarily involve interacting with US-based clients, understanding their requirements, and ensuring effective communication between clients and internal teams.

The ideal candidate should have strong communication skills, a proactive approach, and basic knowledge of financial and accounting concepts.

This is a complete night-shift role.

Key Responsibilities:

- Communicate professionally and confidently with US-based clients.
- Coordinate and follow up on leads and business opportunities received from the Marketing team.
- Regular meetings with onsite and offshore team and coordinate with them.
- Communicate client requirements, queries, and updates to the respective internal departments.
- Act as a key point of coordination between clients and internal teams.
- Conduct regular and timely follow-ups with clients to ensure smooth communication and progress.
- Track client interactions, requirements, follow-ups, and lead status.
- Build and maintain strong professional relationships with clients.
- Coordinate with internal departments to ensure client queries and requirements are addressed appropriately.
- Handle basic discussions related to financial aspects when required and coordinate with the concerned department for further action.
- Maintain proper records and provide regular updates to management regarding client interactions and ongoing activities.
- Ensure timely communication and follow-through on pending client and internal action items.

Required Qualifications:

- Minimum 4+ years of relevant professional experience.
- Experience in a non-technical, client-facing role, preferably Customer Support, Customer Success, Client Relations, Account Management, or a similar function.
- Strong verbal and written communication skills, with the confidence to interact with international clients.
- Basic understanding of finance and accounting concepts.
- Basic familiarity with Tally or similar accounting/financial software would be preferred.
- Willingness and ability to work a complete night shift.
- Comfortable handling regular client interactions, coordination, and follow-ups.

Desired Skills:

- Excellent verbal and written communication skills.
- Confident and assertive personality with strong client-handling abilities.
- Strong interpersonal and relationship-management skills.

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- Good understanding of basic financial terminology and accounting processes.
 - Familiarity with Tally or other accounting software.
 - Strong follow-up and coordination skills.
 - Ability to understand client requirements and communicate them effectively to internal teams.
 - Strong organizational and time-management abilities.
 - Ability to manage multiple clients, leads, and priorities simultaneously.
 - Good problem-solving and decision-making skills.
 - Proactive, responsible, and self-driven approach to work.

Preferred Experience:

- 4+ years of experience in Customer Support, Customer Success, Client Relations, Account Management, Project Coordination, or similar non-technical client-facing roles.
- Experience handling US/international clients, along with basic exposure to finance, accounting, or Tally, will be an added advantage.

Shift Timing: US Shift