

Partner Relationship Executive



About Life-Lab

Learning Is Fun & Experiential (LIFE) Lab envisions a world in which every child enjoys learning and lives with a scientific attitude. We seek to make learning engaging and relevant for students as well as to empower educators to create self-sustainable experiential learning environments. Thus, at Life-Lab, we innovate simple products that spark creativity and problem-solving skills in children and devise effective pedagogical processes that enable teachers to enhance their own knowledge, skills, and mindsets to facilitate holistic learning. To learn more about the organization, please visit: www.life-lab.org

Position Summary

Partner Relationship Executive will be responsible for managing partners to ensure excellent customer service and partner satisfaction. He/she will act as a liaison responsible for managing partner relationships, creating reports, managing events & data management. Being the face of the organisation, they play a vital role in creating a positive brand through excellent inter-personal relationships and fulfilling commitments.

Key Responsibility Areas:

- Client relationship management with post-sales progress, regular updates, reports etc.
- Understanding client requirements on timely basis and ensure the deliverables
- Create presentations and documentation
- Ideate marketing collateral for branding of Life-Lab and sponsors
- Plan and manage meaningful activities and events for various stakeholders engagements in and outside schools
- Ensure quality adherence with respect to client expectations
- Internal cross-team communication and integration

Roles & Responsibilities:

Working closely with Partner Relationship Manager, your responsibilities will include

- **Partnership Management:**
 - Assist in managing portfolio of supporters through personal engagement and solicitation
 - Managing partner communication such as following-up, coordinating & keeping them informed
 - Schedule and attend timely meeting with partners

For more info, log on to www.life-lab.org

Partner Relationship Executive



- **Service Satisfaction and Client Retention**
 - Drive client satisfaction by monitoring project progress in schools and quality adherence
 - Maintain communication with internal teams to be updated at all times to ensure project deliverables
 - Escalate all issues concerning program implementation to the respective manager
- **Reporting & Documentation**
 - Create project-wise periodic reports for partners keeping them informed
 - Keep all reporting formats, CRM, documents updated on a daily basis
 - Develop presentations for existing projects and prospective partners
 - Maintain data integrity, tracking engagement and inputting key information on database

Skills & Competencies

- Strong content writing and presentation skills
- Excellent report writing skills
- Strong client interfacing, relationship building skills
- Strong secondary research skills using internet or social media platforms

Candidate Profile

We are looking for an individual with a go-getter attitude and a go-to personality. Someone who can drive the projects and keep the momentum on and at the same time is extremely understanding and approachable to both internal team and the client. Someone with the maturity to design balanced solutions understanding both organization's capabilities and clients requirements.

Qualification & Experience:

- Minimum Bachelor's degree preferably in relevant field
- 1-2 years of experience in Client Relationship Management or related domains preferably in non-profit/education sector
- Excellent verbal and written communication skills

Salary

INR 2, 00,000 – INR 3, 00,000 CTC p.a.

Location

Pune

Candidates with relevant experience and interests are welcome to apply

To apply, please email your CV to info@life-lab.org

For more info, log on to www.life-lab.org