

Servopro IT Ltd. is a fast-growing mortgage real estate project management outsourcing company serving real estate asset managers in the US. In operation for over three years, we are continuing to expand our team to support the multidimensional needs of our clients.

Job Title: Assistant Manager (Client & Vendor Team)

Position Summary:

The Assistant Manager of Client and Vendor Team will drive initiatives to meet business targets by enhancing client satisfaction and identifying growth opportunities. This role requires strong leadership to guide teams, optimize client journeys, and develop strategic partnerships aligned with business goals for Servopro IT consistently. Also ensuring compliance with the company policies and optimal implementation of overall activity plan and strategies.

Job Responsibility:

- Planning, organizing, and coordinating daily operational activities.
- Meet and surpass defined performance targets, driving success for both you and the company.
- Oversee the execution of tasks and projects, ensuring client deadlines are met.
- Provide guidance and support to team members ensuring they understand their roles and responsibilities.
- Foster a positive work environment that promotes teamwork, collaboration, and open communication.
- Ensure all activities are in compliance with company policies, maintaining our standards of integrity and quality.
- Lead and mentor cross-functional teams to deliver high-quality service and meet business objectives, while fostering a customer-centric culture.
- Optimize the implementation of activity plans and strategies, contributing to the overall growth and success of the company.
- Provide regular updates and insights to senior management on customer experience outcomes, business development progress, and performance against goals. Set and review performance goals daily, weekly, monthly, and annually.
- Identify opportunities for continuous improvement in quality processes and drive initiatives to achieve them.

Job Requirements:

- Graduation/Post Graduation from a reputed university with a CGPA of 3.00 or above.
- The incumbent will primarily be dealing with American clients & stakeholders. So, high proficiency in English communication is mandatory for the role.
- Excellent active listening skills
- Able to work independently as well as a team player.
- Knowledge and application of techniques such as building rapport, needs/values evaluation, persuasion, negotiation, closing a deal, etc.
- Analytical capability.
- High English typing speed & accuracy.
- Decision-making capability.
- Ability to work effectively under pressure and meet tight deadlines.
- Strong cross-cultural awareness and ability to navigate diverse environments.

Experience Requirements:

- Professionals must have 2-3 years of experience and at least 1 year experience in managerial role in client and vendor teams in the USA Property Preservation sector.
- No need to apply if you don't have mentioned experience in the USA Property Preservation sector.

Job Location: House No# 10 (1st floor), Aziza Niloy, Road No# 09, Baridhara J Block, Dhaka-1212.

Shift: Night Shift (6pm to 3am). Please proceed with applying only if the working hours suit you.

Salary: Negotiable

Compensation and benefits:

- Attractive Salary and Savings Fund
- 2 Festival Bonuses Per Year
- Performance Bonus and Profit Sharing
- 2 weekly holidays (Saturday & Sunday)
- Drop off facility
- Parking facility
- Leave encashment
- Unlimited snacks, tea & coffee

Application Link: <https://forms.gle/tkL2DEV8owxqHcr59>

Application Deadline: 15th July, 2025