

About the Job.

We are looking for an Assistant Manager - CRM for our funded Prop-Tech firm based in Noida, to manage end-to-end customer relationship journey including all aspects of after-sales relationships, ensuring timely and accurate documentation, collections, and resolution of customer issues.

Role & Responsibilities.

- Timely closure of agreements for buyers and sellers and coordinating the entire documentation till the registry
- Coordination with bankers, channel partners, internal team, and other departments
- Strategize & achieve the collection targets
- Monitor the grievances and escalations received from customers
- Ensure timely, accurate, and satisfactory solutions are provided by team members to each of these queries
- Maintain a high Net Promoter Score from customers
- Define and set work objectives for team members
- Review tasks completed by team members and conduct regular performance reviews
- Identify processes/procedures in own work area that need improvement

Preferred Candidate Profile.

- A bachelor's degree with a minimum of 5+ years of relevant experience
- Proven experience in customer relationship management, particularly in the real estate industry, with a focus on post-sales activities.
- Excellent communication and interpersonal skills, with the ability to build rapport and trust with customers.
- Strong problem-solving skills and the ability to handle customer inquiries and concerns effectively.
- Familiarity with CRM software and tools.
- Results-driven with a customer-centric mindset.