

Job description

We are looking for a Assistant Manager at our funded Prop-Tech firm based in Gurgaon 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 bachelors degree with a minimum of 10+ 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.

Perks and Benefits

Perks and benefits Opportunities for career growth within the organization, with a clear path for advancement based on performance and achievements. Access to ongoing professional development opportunities, training programs, and workshops to enhance your skills and knowledge. Embrace a healthy work-life balance fostering a positive and productive work environment. work in a modern and well-equipped office space with state-of-the-art facilities, promoting a comfortable and productive work environment. comprehensive health insurance coverage, ensuring your well-being and peace of mind. Access to counseling services, mental health support, and resources through our Employee Assistance Program. participate in company-sponsored events, celebrations, and team-building activities, fostering a sense of community and camaraderie. Houseeasy is an equal opportunity employer and encourages candidates from all backgrounds to apply. We appreciate the time and effort put into each application, but only shortlisted candidates will be contacted.

Role Customer Engagement

Industry Type Real Estate - Others

Department Sales & Business Development

Employment Type

Role Category Sales Support & Operations

Education

UG : Any Graduate

PG :

Doctorate :

Key Skills

Customer RelationshipReal EstateDocumentationCustomer ManagementCRMPost SalesCustomer Engagement