

ARVIND SMARTSPACES

Job Description

Designation	:	Assistant Manager - CRM
Experience	:	3+ Years
Qualification	:	Diploma/BBA/MBA in Marketing/ General Management
Department	:	Customer Relationship Management (CRM)
Reporting To	:	Head - CRM
Job Location	:	Ahmedabad, Bangalore

Brief Description of the Role:

The job involves building and maintaining relationship with customers of various Project Sites and solving queries and complaints of customers quickly and efficiently. The candidate will need to act as a single point contact for the customer / customer groups and will be responsible for overall relationship management with the customer right from on-boarding to the product handover.

Job Profile:

The Candidate is expected to do the following on an ongoing basis:

- Respond and resolve all queries and concerns of customers to their complete satisfaction.
- Ensure support for all the bank related documents for home loans processing to customers.
- Coordinate with customers for registration of ATS and Sale Deed.
- Follow up for Payment/Collections from customers.
- Inter-departmental coordination.
- Site visits for the respective project to assess progress from the customer's perspective.
- Ensure customer's units are handed over to their satisfaction & as per SOP.
- Prepare reports like ageing, query analysis etc.

Skills & Attributes:

- Good English communication (Oral & Written)
- Good working knowledge of Ms-Excel and Ms-Word
- Strong understanding of process & documentation.
- Understanding of bank related processes for disbursing loans to customers by banks.
- Basic understanding of real estate products and finishes will be an added advantage.

Note: Interested candidates with relevant experience in real estate industry may share their CVs through email at career.asl@arvind.in

Please mention the position applied for in the subject of the email.