

WORK VAPOR

Job Link:

<https://workvapor.in/jobs/id-550-assistant-manager-crm-real-estate-job-in-vikhroli-east-mumbai-alyf-propotech-private-limited-apply-now/>

HIRING ORGANIZATION

ALYF PROPTECH PRIVATE LIMITED

EMPLOYMENT TYPE

Full-time

BASE SALARY

INR 35,000 - INR 45,000

VALID THROUGH

2026-07-20

ASSISTANT MANAGER CRM (REAL ESTATE)

JOB LOCATION

Vikhroli East, NA, Mumbai, Maharashtra, India

DESCRIPTION

ALYF is a leading PropTech company specializing in second homes, offering a comprehensive platform that caters to all your second home aspirations. Whether you desire luxurious villas, fractional ownership of high-yield assets, or bespoke homes in exotic locales, we provide a one-stop solution to meet your needs.

With ALYF, you can Own, Enjoy & Earn from your second homes effortlessly.

Key Responsibilities:

1. Customer Support and Assistance:

– Respond promptly to customer inquiries via various communication channels (phone, email, in-person) and provide accurate information regarding properties, pricing, availability, and relevant processes.

– Guide customers through the buying, selling, or renting process, providing detailed explanations of documentation requirements, legal procedures, and financial considerations.

2. Relationship Management:

– Build and maintain strong relationships with customers to understand their preferences, needs, and expectations.

– Follow up with customers to gather feedback, address concerns, and ensure satisfaction

with the services provided.

– Anticipate customer needs and provide personalized recommendations or solutions to enhance their experience.

3. Documentation and Administration:

– Ensure accurate and timely completion of necessary documentation (KYC, Payment receipt, Agreements) and other legal documents.

– Coordinate with internal teams, including sales, marketing, and legal, to ensure seamless and efficient processing of customer requests and transactions.

– Maintain organized MIS and up-to-date customer records and databases.

4. Conflict Resolution:

– Handle customer complaints, disputes, or conflicts professionally and empathetically, aiming to find mutually satisfactory resolutions.

– Escalate complex or unresolved issues to the appropriate departments or management, following established procedures.

Skills & Qualifications:-

- High school diploma or equivalent (Bachelor's degree in a related field preferred).
- Previous experience in customer service, preferably in the real estate industry.
- Excellent communication skills, both verbal and written.
- Strong interpersonal skills and the ability to build rapport with diverse customers.
- Proficiency in using CRM software, databases, and other relevant tools.
- Good knowledge of real estate market trends, property types, and legal procedures.
- Detail-oriented with strong organizational and multitasking abilities.
- Problem-solving skills and the ability to handle customer complaints and conflicts with tact and professionalism.
- Flexibility to work in a fast-paced environment and adapt to changing priorities.

Job Type: Full-time

Pay: ₹35,000.00 – ₹45,000.00 per month

Education:

- Bachelor's (Preferred)

Experience:

- total work: 3 years (Preferred)

Language:

- English (Required)

Work Location: In person

Speak with the employer

+91 8169957350

Application Deadline: 14/09/2024