

Job Description	
Department	CRM
Designation	Executive / Sr. Executive
Location	Thane (West), Mumbai
Experience	1 - 3 Years
Salary Range	3.5 to 5.5 LPA
Qualification	Any Graduate

Key Responsibilities

- Sound understanding of CRM practices and procedures in real estate industry.
- Grievance handling by timely escalating & resolving the concerns and queries time to time as raised by clients. Build & maintain a healthy relationship with clients.
- Setting monthly collection targets in consultation with the management and achieving the same.
- Timely forecasting of coming demand and generating demand letters accordingly.
- Controlling and tracking of customer's dues and sharing remainders and follow ups accordingly.
- Handling complete possession formalities and process. Coordinate with clients on their queries from post booking formalities till possession.
- Taking care of welcome mails and bank papers. Ensure on time completion, comprehensiveness, and accuracy of all documentation pertaining to sale.
- Calculation of late charges, interest and penalties on late payments.
- Ensuring timely reconciliation of customer's account with Accounts & Finance data/records.
- Responsible for leading the Post Sales CRM Operations, payments and collections.
- Ensure regular monitoring of project, progress and update the clients on the same.
- To assist client with all queries pertaining to legal, agreement, registration, taxation, banking, etc.
- To prepare various reports on daily, weekly, quarterly and monthly basis.
- Monitor and manage outstandings from the customers. Maintain up-to-date records of collection.

1. Soft Skills: -

- Excellent communication and interpersonal skills along with a customer-oriented attitude
- Proven work experience as a CRM.
- Ability to collaborate effectively with cross-functional teams.
- Excellent problem-solving and leadership skills.
- Ability to manage multiple projects simultaneously and meet deadlines.