

Designation: Customer Relationship Manager

Location: AltF Empire Square, Empire Square Mall, MG Road, Gurgaon

Education: Hotel Management

Salary Package: 3.0 LPA– 4.2 LPA

Experience: Corporate Real Estate Experience Preferred

Requirement: Immediate

Vacancy: 1

About AltF

AltF is one of the top co-working spaces in India and It is headquartered in Gurgaon. It is spread over 1 Lac sq ft across 10 Locations and is now expanding to PAN India Level to become the biggest coworking space operator in the industry.

Started about 3 years back, it gives the blend of a startup and a growing organization together. AltF has served over 400 businesses so far. It is known to deliver affordable office space to startups and SMBs with a team size of 1-100 members.

Covered by Your story, LBB, lamwire, Inc42 and many other news and media areas for doing amazingly well in the past couple of years.

What we need:

Urgently require “Customer Relationship Manager” for AltF CoWorking

Prerequisites for Customer Relationship Manager :

- Consistently delivers high performance.
- Experience of using different ticket management softwares.
- Customer service Oriented & Flexible, Self-Composed in high pressure or continually changing situations.
- Strong Organizational skills, including the ability to prioritize, multi-task, and work effectively with minimal supervision.
- Experience in customer account management.
- Thorough knowledge of MS Excel.
- Should have good communication and convincing skills. Preferred experience in Real Estate Industry.
- Must be open to working late hours if the business demands

Job Role :

- Responsible for all post sales correspondence with customers
- Act as a single point of contact with customer post sales, attending customer queries and grievances, ensuring good customer service

- To deal with all queries in a professional and courteous manner, in person, on the telephone or via e-mail.
- Understand & Forecast customer needs by analyzing feedback reports generated by the team; plans & ensures continuous refinements in the services offered.
- Interdepartmental Coordination
- Dealing with issues and responding to customer complaints & grievances.
- MIS report generation and analysis.