

Role : Relationship Manager	Sub function : Customer care
Function : Customer Care	Reports To : Manager
<p>Role Objective:</p> <p>Manage the front end of Lodha's relationship with its distinguished set of clients for the respective segment / project allocated. Ensure the highest standards of service delivery and query resolution within specified TATs. Build and maintain relationships with the entire customer base assigned; by ensure constant engagement with customers during the life cycle and moments of planned spontaneity.</p>	
<p>Key Responsibilities-</p> <p><u>Loyalty & Referral Revenues:</u></p> <p>Actively engage with the existing customer base for repeat and referral bookings during new launches and sustenance phase of projects Achieve and exceed sales targets from existing customers through relationship and loyalty management Implement innovative cross-sell and up-sell strategies that are tailored-fit to the customers" needs</p> <p><u>Customer Engagement and Events:</u></p> <p>The individual must keep himself constantly updated and abreast of the latest in fashion, design and luxury, and devise brand compliant modes of regular engagement with the customer base. Ensure customer engagement and brand loyalty through well timed events through the project life cycle and activation of loyalty products.</p> <p><u>Desired Skills/Experience:</u></p> <p>Interest in real estate as a category & to be able to handle to very HNI"s by both a high personal EQ and superlative communication and convincing skills. The individual must possess consultative/concept selling capabilities - and be able to deliver in an environment that requires educating the customer about a new concept, thought, idea or style. An awareness of fashion and the design industry trends would be an advantage.</p>	
<p>Skills, Knowledge and Abilities: Customer Service experience is must.</p> <p>Qualification: Only Grads</p> <p>Work Experience: Min 2years.</p>	