

Job Description

- Perform various activities related to residential marketing and sales for ensuring the prompt resolution of customer complaints, to drive top-line growth and customer delight and primarily drive consistent numbers for Sales

Core Responsibilities

- Maintain systems to capture regular market information and changing residential customer preferences
- Handle residential customer inquiries via different channels (telephone, e-mail, agents, walk-ins, etc.); Develop a rapport with customers and arrange for / personally take the customer on-site visits
- Follow-up with customers to close bookings and collect timely payments
- Regularly interact with customers and respond to all customer queries and complaints; Escalate issues to the Manager – Sales (Residential), if required
- Prepare MIS for residential sales on a timely basis; Periodically submit the same to Immediate Reporting Manager/HOD
- Periodical visit to the market to assess competitive products.
- To develop a network of channel partners.
- To carry out sales activities at corporate/apartment associations and participate in expos.

What are we looking for? (Specific Skill Set)

- Knowledge of the Real Estate Industry.
- Knowledge of Product Range.
- Knowledge of Documentation Standards & Clauses.
- Knowledge of Brand Management
- Prior experience in sales in Real Estate is a must.

Experience – 5-7 Years