

CRM assitant

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Company: HUBWORK

Location: Bengaluru

Category: other-general

HUBWORK started in the year 2003 with an objective of supporting the IT / Non – IT companies in recruiting and staffing.

We are group of talented professionals from the field of IT, Human Resource, Finance and Training.

HUBWORK have signed contracts and worked with and supported 400 + companies across India on their staffing and HR related resource services. We have paced more than 3000 Candidates in the journey of 18 Years.

HUBWORK recruitment process involves understanding the company and what they expect in a potential employee. We believe that each company has its own idea of the perfect employee, of one who would add value to the company as well as fit into the organization.

We adopt a personalized approach to each of our clients, which allows us to focus on specific needs. This focused approach helps in reducing lead-time required to close positions.

The Role

You will be responsible for :

Handling inbound calls and emails in a professional manner.

Resolving customer inquiries and requests and ensuring strong customer satisfaction.

Working with various internal teams to ensure prompt and accurate order processing and delivery.

Escalating customer feedback as required.

Creating and executing CRM campaigns that improve onboarding and engagement and reduce churn.

Using data analytics to generate insights into customer segments for use within business development and other CRM initiatives.

Ensuring the correctness of customer data and manage any data cleansing activities.

Continually testing and refining campaigns to gain insight and maximise usage and uptake.

Providing support on any requests or issues pertaining to CRM.

Ideal Profile

You have at least 2 years experience within a CRM Assistant role, ideally within the Real Estate industry.

You possess excellent interpersonal as well as written and verbal communication skills.

You have working knowledge of customer relationship and crm assistant

You are a strong networker & relationship builder

You possess strong analytical skills and are comfortable dealing with numerical data

You are adaptable and thrive in changing environments

What's on Offer?

Opportunity within a company with a solid track record of performance

Fantastic work culture

A role that offers a breadth of learning opportunities

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