



PR/110538 | Customer Relationship Executive

Job Information

Recruiter[JAC Recruitment India](#)**Job ID**

1602479

Industry

Automobile and Parts

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

July 28th, 2026 01:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job Title - Customer Relationship Executive

Location - Gurgaon

Seeking experienced CRM professional for a renowned automotive brand

Responsibilities

CRM & Client Retention

- Maintain accurate guest profiles and interactions within the dealership CRM platform.
- Execute timely follow-ups for enquiries, bookings, deliveries, anniversaries, renewals, and service milestones.

- Build repeat and referral business through exceptional relationship management and customer advocacy.
- Coordinate closely with after-sales, CRM, finance, and delivery teams to ensure a unified luxury ownership experience.
- Monitor guest satisfaction indicators including NPS and take proactive corrective actions where required.

Brand Representation & Showroom Excellence

- Uphold Lexus showroom etiquette, grooming standards, and luxury brand presentation at all times.
- Support luxury marketing initiatives, curated guest events, lifestyle collaborations, and showroom showcases.
- Stay updated on Lexus products, premium mobility trends, EV/hybrid technologies, and competitor offerings.
- Ensure confidentiality, professionalism, and sensitivity while interacting with high-profile guests.

Requirement

- 1-5 Years of experience
- Graduate or above

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Company Description