



PR/110538 | Customer Relationship Executive

募集職種

人材紹介会社
ジェイエイシーリクルートメントインド

求人ID
1602479

業種
自動車・自動車部品

雇用形態
正社員

勤務地
インド

給与
経験考慮の上、応相談

更新日
2026年07月28日 01:00

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
無し

最終学歴
短大卒：準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

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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会社説明