

## **About Us**

RERA Easy is dedicated to simplifying the Real Estate (Regulation and Development) Act, 2016 for stakeholders. As a leading real estate consultant, we offer transparent, practical solutions to navigate RERA regulations with ease. Our diverse team of over 70 experts in Chartered Accountancy, Legal Advocacy, Architecture, and Engineering has assisted more than 2,500 developers with project registration and RERA compliance. We also support agents with their RERA registrations and empower homebuyers by educating them about their rights and fostering an informed real estate community.

Our company website link: [www.reraeasy.com](http://www.reraeasy.com)

## **Job Title: Relationship Manager**

### **Job description**

The Relationship Manager plays a crucial role in maintaining and strengthening relationships with clients. This position focuses on ensuring client satisfaction, fostering loyalty, and maximizing client retention.

### **Key Responsibilities:**

- Build and maintain strong relationships with clients by understanding their needs, providing exceptional service, and acting as their primary point of contact.
- Develop and implement effective strategies to enhance client retention rates, including proactive communication, personalized follow-ups, and addressing client concerns.
- Manage a portfolio of clients, ensuring their ongoing satisfaction, identifying opportunities for upselling or cross-selling, and maximizing revenue generation.
- Gather client feedback, address any concerns or issues promptly, and collaborate with internal teams to provide appropriate solutions.
- Stay updated on industry trends, market conditions, and competitor activities to provide valuable insights and recommendations to clients.
- Work closely with sales, marketing, finance, and operations teams to align client coordination efforts with overall business objectives and contribute to the growth of the organization.
- Track and analyse client coordination metrics, prepare reports, and provide actionable insights to management for continuous improvement.

**Qualifications:**

- Bachelor's degree in any related field.
- Minimum 3 years of experience in client relationship management, preferably in the real estate industry, is highly desirable.
- Excellent verbal and communication skills to effectively engage with clients and internal stakeholders.
- Proven ability to build and maintain long-term relationships with clients, demonstrating empathy, professionalism, and trustworthiness.
- Strong analytical and problem-solving skills to identify client needs, address concerns, and provide effective solutions.
- Goal-oriented mindset focusing on achieving client retention targets and driving business growth.
- Ability to thrive in a fast-paced, dynamic environment and adapt to changing client requirements and market conditions.
- Proficient in using CRM software, MS Office Suite, and other relevant tools to manage client relationships and track performance.

**Job Type:** Full-Time

**Remuneration:** As per the industry standards.

**Benefits:** PF (Provident Fund), PT (Professional Tax), ESIC.

**Company Culture:** Our company prides itself on a foundation of ethical excellence, seeking candidates who are driven by principles of honesty, fairness, and respect in their professional endeavors.

**Work Location:** Navi Mumbai, Maharashtra.

***Kindly share your resumes with us via email at [hr@reraeasy.com](mailto:hr@reraeasy.com) or you can also contact us by phone at +91 7304838163.***