

United Arab Emirates Jobs Expertini®

Customer Experience (CX) Consultant

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Company: Provident Real Estate

Location: dubai

Category: other-general

Real Estate Job in Dubai | Customer Experience (CX) Consultant | Provident Estate

Customer Experience (CX) Consultant Dubai, UAE

Role Summary: As a CX Consultant at Provident, you will be a key part of the Operations Department of the company, contacting potential or existing customers to inform them about our products and services using scripts or provided materials. Answering questions about products of the company, asking questions to understand customer requirements and close sales, in one of the most successful and progressive real estate agencies in the UAE.

Key Responsibilities: Contact potential or existing customers to inform them about a product or service using scripts Answer questions about products or the company Ask questions to understand customer requirements and close sales Direct prospects to the field sales team when needed Enter and update customer information in the database Take and process orders in an accurate manner Handle grievances to preserve the company's reputation Go the "extra mile" to meet sales quota and facilitate future sales Keep records of calls and sales and note useful information

Qualifications and Skills Required: Proven experience as telesales representative or other sales/customer service role Proven track record of successfully meeting sales quota preferably over the phone Good knowledge of relevant computer programs (e.g. CRM software) and telephone systems Ability to learn about products and services and describe/explain them to prospects Excellent knowledge of English Excellent communication and interpersonal skills Cool-tempered and able to handle rejection Outstanding negotiation skills with the ability to resolve issues and address complaints High school diploma; BSc/BA will be a plus

Proficient in English: Written & Spoken About Provident Since its inception in 2008,

Provident Estate has been a frontrunner in the regional real estate market, holding a commendable reputation as one of the most reliable and top-tier agencies working alongside the world's foremost developers. Now employing over 200+ dedicated professionals, we stand as a testament to excellence and trust in the industry. As we forge ahead, we are inviting ambitious individuals to join our dynamic team where innovation meets understanding, offering 360° real estate solutions tailored to our client's needs. Step into a role at Provident Estate, a place where we value lasting relationships with our clients and foster an environment geared towards revolutionary and digitally enhanced solutions. Join us, and be a part of crafting the future of real estate, building enduring relationships grounded in trust and expertise.

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