

# Customer Relation Associate –LH Consulting (No. of position – 1)

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## Company Profile

LH Consulting is the Management Consulting & Strategic arm of Luxury Hues Group. LH Consulting specializes in providing integrated solutions to its clients – from strategic consultation to on-ground execution. LH Consulting works with all key luxury brands in the region.

LH Consulting has a wide client base across industries including Financial Services, Automobiles & BFSI

## Job Responsibilities

This role is for a key project for a premium Auto Client's bespoke engagement program.

Responsible for acting as an intermediary between customers and company. Compile insights, MIS & Trends on customer interaction.

1. Reaching out to the elite customers and assist them in availing the special privileges extended
2. Excellent handling of the customer calls and escalation issues within the timelines & SLA's laid down
3. Greet customers warmly and ascertain timely resolution of their request.
4. This individual will ensure the highest level of customer satisfaction through direct contact with premium customers
5. Exhibit a strong focus on developing and maintaining relationships with these HNI customers
6. Interacting with the customers and capturing their interests and sharing benefits /experiences related to the same with them.
7. Maintaining and managing Alliances similar to the interest levels of the customers in the area of travel, Lifestyle, sports, etc

## Qualification

Post Graduate with 1-4 years of relevant experience in Luxury/ HNI Customer Service/ Client Relationship.

## Other Requirements

- Very good customer management and listening skills
- Multitasking and quality focus on extending timely service
- Strong Communication, Relationship Management & Inter-personal Skills
- Eye for detail
- Excellent Excel & Presentation skills and ability to generate MIS and reports.

Interested candidates please send in their applications on [hr@luxuryhues.com](mailto:hr@luxuryhues.com)