

Customer Relationship Executive JD

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**Job Title:** Customer Relationship Executive

**Department:** Customer Relationship

**Location:** Bhopal

**Reports To Project Manager**

**Company:** AQUATIC Nature Pvt Ltd

**Job Summary:**

We are seeking a motivated and customer-oriented **Customer Relationship Executive** to assist in building and maintaining strong relationships with our clients. The successful candidate will handle customer interactions, provide support, resolve issues, and ensure excellent customer service. The role requires strong communication skills and the ability to address customer inquiries in a professional and efficient manner.

**Key Responsibilities:**

- Serve as the primary point of contact for customer inquiries via phone, email, and in-person meetings.
- Address and resolve customer concerns and complaints in a timely and professional manner.
- Assist customers with product or service information, troubleshooting, and issue resolution.
- Maintain accurate records of customer interactions and provide regular updates to management.
- Collaborate with internal teams, including sales, marketing, and support, to ensure customer satisfaction.
- Proactively reach out to clients to inform them about new services, product updates, or promotions.
- Handle customer feedback and ensure customer satisfaction metrics are met.
- Provide detailed reports on customer interactions, complaints, and resolutions.
- Work to strengthen and develop relationships with clients by understanding their needs and recommending appropriate solutions.
- Ensure all customer queries and concerns are managed in accordance with company policies.

**Skills and Qualifications:**

- Proven experience in a customer service or client-facing role.
- Excellent communication and interpersonal skills, with the ability to manage customer expectations effectively.
- Strong problem-solving and conflict resolution skills.
- Proficiency in using customer relationship management (CRM) software and tools.
- Ability to multitask, manage time efficiently, and prioritize tasks based on urgency.
- Patience, empathy, and a customer-first mindset.
- Basic understanding of the company's products/services and the ability to explain them to customers.
- High school diploma required; a bachelor's degree in business, communications, or a related field is a plus.

**Preferred Qualifications:**

- Experience in [specific industry] or with [specific products/services] relevant to the company.
- Knowledge of customer service best practices.
- Familiarity with handling escalations and resolving difficult customer interactions.

**Compensation and Benefits:**

Salary: 8000-15000

Benefits: [Health insurance/Retirement plan/Bonuses/Other benefits]

**How to Apply:**

Interested candidates can submit their [resume/CV] along with a cover letter explaining their experience in the [agricultural/agro-based] industry to [Email Address: [careers@aquaticnature.in](mailto:careers@aquaticnature.in)] or apply via our company's website at [Website: [www.aquaticnature.in](http://www.aquaticnature.in)]

**Application Deadline:**

25.06.2026