

**** NEW JOB****- A luxury lifestyle company are seeking a relationship executive. Based near Oxford Circus and paying £22,000. If you are interested, please email emma.colville@questprofessional.co.uk

Job: Relationship executive

Location: Oxford Circus

Salary: £22,000

Job role:

- Liaising with clients to ensure a high quality service
- Taking request from clients and responding to them in a timely manner
- Answering telephone calls and meeting and greeting
- Attending trips and weekly team meetings

Necessary skills/experience:

- Work background in any of the following sectors/areas: Personal Assistant, Customer Service, Guest Relations, Lifestyle and or Account Management, luxury travel & leisure.
- Knowledge in handling executives, senior executives & VIP's.
- In-depth understanding of requirements involved in the lifestyle management of affluent, high-net worth individuals.
- Good knowledge of worldwide travel destinations & luxury products/services preferred but not essential.
- Excellent written & oral communication.
- Passionate about customer service & delivering service excellence.
- Diplomatic service and communication skills needed.
- 'Can-do' attitude – ready to get involved at all times.
- Fast learner – adapting to new processes in rapid change climate.

- Creative problem solving & top notch organisational skills with attention to detail.
- Confident, with the ability to prioritise, delegate and meet deadlines working under pressure.
- Proactive & reactive simultaneously - know the client base and anticipate their needs, show initiative.
- Ability to remain calm & courteous under pressure, and effective conflict management.
- Outstanding project management skills – effectively manage requests from initiation to completion.
- Self-starter & own manager – work autonomously.
- Strong IT & CRM systems skills
- Good team player – displays compassion towards fellow colleagues.
- Excellent interpersonal skills – outstanding telephone manner.
- Mature approach, dedicated and committed with a strong drive.
- Reliability - excellent time keeping is crucial to this role.
- Polished appearance.
- Experienced in dealing with confidential information using discretion and sensitivity at all times.