

Al Zaeem Real Estate is seeking a proactive, customer-focused, and highly organized Real Estate Interact Agent to support client engagement and enhance the customer experience across our Abu Dhabi operations. If you're passionate about real estate, communication, and delivering exceptional service, we'd love to meet you.

**Key Responsibilities:**

- Handle incoming inquiries from clients across phone, WhatsApp, website chat, and social platforms
- Provide accurate information about properties, availability, prices, and viewing schedules
- Assign qualified leads to the Sales and Leasing teams based on requirements
- Maintain professional communication and follow-up with clients to ensure high conversion rates
- Update CRM systems with client details, inquiries, and follow-up notes
- Coordinate with Sales, Leasing, and Marketing teams to ensure smooth client handling
- Assist in scheduling property viewings and confirming appointments
- Ensure all interactions reflect the company's brand, professionalism, and service standards
- Monitor client feedback and report recurring issues or opportunities for improvement

**Qualifications:**

- Strong communication skills in English (Arabic is a plus)
- Excellent customer service and interpersonal skills
- Ability to multitask and manage high volumes of inquiries
- Proficiency in CRM systems and digital communication tools
- Strong organizational skills and attention to detail
- Positive attitude, proactive mindset, and ability to work under pressure

**Preferred Background:**

- 1–2 years of experience in customer service, call center, or real estate interaction roles
- Experience in the UAE real estate market is an advantage
- Familiarity with property portals and lead-handling systems