

SHAPE LIVING

Customer Care Coordinator

ABOUT SHAPE

SHAPE is the real estate investment, development and management company leading some of the largest and most exciting projects in North America. With more than 370 acres in our growing portfolio, SHAPE manages +2.7M sq.ft. of commercial space with +3.5M sq.ft. of commercial and residential space under construction. Our residential projects include The Amazing Brentwood, The City of Lougheed and RC at CF Richmond Centre. Over the coming years, we're bringing more than 18,000 pre-sale homes to the market.

CUSTOMER CARE: THE SHAPE DIFFERENCE

SHAPE is set apart by the superior experience we offer across all facets of our business. We mind the details, take a proactive approach and constantly seek opportunities to provide an unmatched level of customer service. With thousands of homes being handed over in the coming years, the Customer Care team will uphold and exceed this high level of service for our valued homeowners.

The Customer Care team will ensure our residential purchasers are taken care of from the signing of their contract to home handover and beyond. By providing a superior experience, this team will increase customer satisfaction, build brand equity and impact our projects' value over the long term.

ABOUT THE ROLE

The Customer Care Coordinator will be the front-facing representative of the SHAPE brand while also working behind the scenes to deliver every element of our customer care program. They will be the first point of contact for Homeowners as they navigate and enjoy their new homeownership experience. To uphold the highest quality standards, they will work with trades, suppliers and other departments within the company. To succeed in the role, the Customer Care Coordinator must enjoy a challenge, think creatively and provide an outstanding customer experience. They will report directly to the Customer Care Director and work closely with SHAPE's construction, development and property management teams.

Primary responsibilities:

- Maintain the Customer Care Platform and be the first point of contact for Homeowners across all communication methods
- Responsible for receiving, handling, and resolving Homeowner inquiries and providing assistance to the Customer Care team
- Work alongside conveyancing to manage, prepare, and distribute Homeowner correspondence, completion, and key handover packages
- Coordinate and execute Homeowner Orientations and Key Handovers
- Collaborate with Customer Care and Marketing Departments to oversee operation needs
- General knowledge of the 2-5-10 Warranty and general home care
- Contact and schedule homeowners for any necessary warranty assessments and/or maintenance and deficiency work

- Ensure that all processes and administrative procedures are followed consistently, completely and accurately
- Prepare weekly reports for submitted deficiencies and progress updates
- Assist with the training of flex teams – ensuring all members have a thorough and detailed understanding of Customer Care processes, procedures, and expectations

Qualifications:

Required Training and Experience:

- 1-2 years' work experience in warranty/customer service, real estate, property management or similar field; residential construction or sales background is preferred
- Relevant education (Certificate/Diploma/Degree) from a recognized institute
- Post-secondary education in a relevant field is an asset
- Intermediate to advanced computer skills with Microsoft Office, but specifically Microsoft Word and Excel

Required Knowledge, Skills, and Abilities:

- General knowledge of residential construction and presale
- A customer service personality with a firm but fair approach
- Self-motivated and a team player, personable and positive outlook with every situation
- Detail oriented, works well under pressure, capable of handling multiple tasks with simultaneous deadlines
- Outgoing, strong organizational, critical thinking, and time management skills working under pressure with multiple projects and timelines
- Strong verbal and written communication skills
- Ability to deal effectively with confrontational situations and maintain objectivity in public relations
- Experience with administration and coordinating schedules
- Flexibility in availability – may be required to work extended hours, weeknights, and/or weekends as necessary

Working Conditions:

The Customer Care Coordinator may be required to travel to different sites when necessary and may be required to work the occasional weekend when necessary. The successful candidate may be required to be on the construction site (safety PPE will be provided).

Benefits:

- Opportunity to represent some of the most significant real estate projects in Metro Vancouver (The Amazing Brentwood, The City of Lougheed, Live at CF Richmond Centre)
- Continuous growth and opportunity with a significant number of homes coming in the following years (over 18,000 homes currently anticipated)
- Join the best-in class SHAPE team
- Personal and professional development within the company and the industry
- A competitive salary with performance bonuses
- A comprehensive benefits package
- A fun, collaborative and autonomous work environment

To apply, please visit our website at <http://shapeproperties.com/careers>