

Customer Care Coordinator

Rize is a boutique real estate developer focused on large scale, design forward, commercial and residential communities. With over 25 years of experience, we create unique, meaningful and inspiring places to live, work and learn throughout Metro Vancouver. We are growing and continually searching for the right people to join our Team.

We are currently seeking a Customer Care Coordinator to join our Customer Care Team and report to the Director of Customer Care.

Rize is a dynamic work environment with an entrepreneurial culture that is high performing yet relaxed. It is a place where suits are rare and working smart is the norm. Each project we undertake has an underlying uniqueness that forms a fundamental part of our DNA, and we take great pride building communities which are functional, beautiful and accessible.

Responsibilities:

- Support Director of Customer Care in order implement project specific plans
- Review and understand building layouts, general project details, policies regarding New Home Warranty, and Strata related information
- Coordinate pre-completion activities and deliveries such as manuals, gift baskets, key tags, etc.
- Coordinate any deficiency repairs and cleaning as needed with construction
- Liaise with Customer Care team on daily basis and update and maintain schedules and deficiency lists, distribute as needed
- Understand purchaser obligations, set appointments and coordinate schedules for orientations, key hand-overs and move-in scheduling
- Point of contact for homeowners regarding deficiencies and related concerns. Work with various departments with inquiries based on customer needs
- Plan and deliver community events and info-sessions for residents

Required Skills:

- Strong customer service skills
- Strong collaboration skills with an ability to work independently
- Strong communications skills, both written and verbal
- Works well independently and within a team environment
- Strong attention to detail
- Highly organized

Nice to have:

- Mandarin and/or Cantonese speaking ability

Experience:

- 2-5 years of experience in a similar role

Please apply online via the link: <https://rize.bamboohr.com/jobs/view.php?id=44&Source=UDI>