



CUSTOMER CARE OFFICE MANAGER

WHO WE ARE

At Boffo Properties, we are a second-generation family-run company, focused on building great neighborhoods together. From building design right through to property management, we care about creating places, not just spaces. We respect the neighborhoods in which we build for what they are. In doing so, we connect people and find ways for neighbors to become neighborly again.

To make this possible, Boffo Properties encompasses each and every one of our developments. On the construction front, our Boffo Building team is responsible to build each of these new communities.

We believe that being great is determined less by the size of our company, and more by our commitment to quality work, treating people well and strengthening our neighborhoods. We'll be great by keeping small egos and having giant passion so we can do exceptional work alongside honest, devoted people.

Above all, we commit to innovation, good design, and authenticity. Period.

WHAT WE'RE LOOKING FOR

We are seeking an experienced **Customer Care Office Manager** to join our growing team in Vancouver.

The incumbent will be an integral part of the Customer Care team, working alongside Construction, Marketing and Sales to ensure and uphold a standard of quality from pre-occupancy to post-occupancy. S/He will be responsible for creating and maintaining positive relationships with our customers and ensuring service requests are addressed in accordance with company policies.

The successful candidate will also liaise with Property Managers and trades, as well as attend regular and ad hoc meetings and utilize their exceptional organizational and CRM skills to stay on top of multiple projects, tasks and ever-changing deadlines, all the while fostering a positive company image in line with Boffo's core values.

WHAT WE PROVIDE

- The opportunity for continued growth within our dynamic team
- A competitive compensation package including an employee bonus program, company paid benefits, tuition reimbursement, ongoing internal and external learning opportunities
- A fantastic culture, full of exciting projects, fun social events and the opportunity to work alongside talented, passionate, and basically just awesome people

WHAT YOU BRING

- You have a passion for good work and a commitment to providing great customer service and building relationships
- You are a self-starter who learns quickly and can work with minimal supervision
- You are a methodical problem solver, driven by process
- You are detail oriented and have a system to stay organized while managing multiple projects and priorities
- You understand that the customer and the relationship you build with the customer is the key to success
- You are well versed in the art of saying "no" with tact and respect
- You have 2 to 5 years of administration and customer service experience (Candidates with more experience may be considered for a senior managerial role)
- Proficiency in Microsoft Office (Outlook, Word, Excel and Project Power Point) Is a must
- Previous experience in the real estate development or construction industry highly desired
- Diploma or Degree in Communications, Marketing/PR, Project Management or Construction desired but not necessary
- Previous experience in dealing with high volume communication and/ or conflict resolution desired but not necessary
- Familiarity in Conasys or similar CRM program is an asset
- Previous experience using Procore, Plangrid, Bluebeam or similar programs is considered an asset
- Above all, you have the passion to make things better. You genuinely enjoy working with people, embrace feedback and learning opportunities, and continually strive to find the best solutions possible

If this sounds like you, we want to hear from you. We will only be reviewing applicants via our job board directly at: <https://boffoproperties.bamboohr.com/jobs/>
No phone calls or emails please