



Title: Customer Care Coordinator

Location: 100, 5709 2nd Street SE, Calgary

About Us

Qualico Communities has been developing award winning neighborhoods and communities for over 60 years and we understand that integrity, quality, partnerships and giving back is important. A leader in real estate development, we put strong vision, planning and resources behind every project. We have designed, facilitated, and built the highest-quality communities across Western Canada and in Austin and Dallas-Fort Worth, Texas working with local governments, builder contractors and residents. To learn more, [click here](#).

At Qualico Communities, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

Job Overview

Reporting to the Manager, Marketing and Customer Care, as the **Customer Care Coordinator** you will provide customer care support to serve the needs of residents in developments and members of the Owners Associations. You also provide marketing and administrative support to the department.

Your day-to-day responsibilities will include:

- Acting as the main point of contact for prospects, homeowners, and owners' association members, receiving and troubleshooting inquiries by phone and email. Generating reports relating to trends/patterns in customer concerns and developing strategies to address.
- Identifying opportunities for process improvement and providing recommendations, and strategies and oversee the implementation of initiatives.
- Collaborating and providing expertise with Marketing, Development, Owners Associations, and builder teams to structure and implement exceptional customer experience programs and help guide decisions.
- Leading the creation, delivery, and analysis of Customer Experience Surveys. Collaborating with management to identify areas of improvements and developing the implementation of strategies to enhance customer purchase experience.
- Supporting the Marketing team in updating project reports, planning and organizing, contacting prospects and coordinating the follow-up on customer inquiries.
- Assisting Marketing, Development and Owners Association teams with the creation of manuals and other documents.
- Overseeing content creation and general maintenance of websites, social media, emails, and other communication channels for Owners Associations.
- Providing support to other projects or duties as assigned.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

Essential Requirements

- Degree/Diploma in Commerce, Sales & Marketing, or equivalent.

- Minimum 3 years of customer service experience.
- Minimum 1 year of marketing experience as asset.
- Proof of COVID-19 vaccination or valid exemption.
- Satisfactory verification of criminal record check.
- Comfortable using office equipment and Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).

Preferred Qualifications

- Previous experience in Residential Construction or closely related industry is preferred.

What We Value

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Taking responsibility for the outcomes of decisions and actions.
- Consistently meeting customer expectations.
- Staying current with technical job skills.

Working Conditions

You primarily work in an office setting during regular business hours. Overtime may occasionally be required.

Qualico is committed to the health, safety and wellness of its employees and the community. By continuing our commitment to maintaining a safe and healthy workplace, Qualico has implemented a COVID-19 Vaccination Policy that requires all employees in Canada to be fully vaccinated. Proof of vaccination, in the form of a provincially recognized document, must be submitted as a condition of employment. Our policy allows for accommodation in cases of valid medical or religious exemptions. Information related to proof of vaccination or exemption will be kept confidential.

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Candidates being considered will be contacted. We thank you for your interest. Join our Talent Community to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

Closing Date: September 7, 2022

[Apply Here](#)