
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 including The Amazing Brentwood and The City of Lougheed in Metro Vancouver. SHAPE manages over 5M sq.ft of commercial space, over 800 units of rental residential and over \$1 Billion of development projects currently under construction.

Through our fully integrated platform, SHAPE specializes in complete neighbourhoods with a top-calibre mix of shops, restaurants, residences, entertainment, and a complete range of daily services with transit connected. With a thoughtful approach and continuous pursuit of innovation, we think differently to ensure our projects are relevant and dominant for the future of real estate.

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 upholds and exceeds this high level of service for our valued Homeowners.

The Customer Care team ensures our residential purchasers are taken care of for much of the project cycle, from after-sales through to home handover and beyond. By providing a superior experience, this team increases customer satisfaction, builds brand equity, and impacts our projects' value over the long term.

ABOUT THE ROLE

Customer Care Coordinators are the front-facing ambassadors of the SHAPE brand as well as work behind the scenes to deliver every element of our Customer Care program. They are the first point of contact for Homeowners to navigate and enjoy their new homeownership experience. To uphold the highest quality standards, they work with trades, suppliers, and other departments within the company.

To succeed in the role, Customer Care Coordinators must enjoy a challenge, think creatively, and provide an outstanding customer experience. They report directly to the Customer Care Director and work closely with SHAPE's construction, development, sales and marketing, conveyance, and property management teams.

Primary Job Responsibilities

- Maintain the Customer Care Platform and be the first point of contact for Homeowners across all communication methods
- General and administrative duties and special projects as required by the Customer Care team
- 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 support Homeowner Orientations and Key Handovers
- Receive, track, and support invoice processing for timely payment of various services
- Collaborate with Customer Care and Marketing Departments to oversee operational needs
- 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 Knowledge, Skills, and Abilities

- General knowledge of residential construction and presale
- General knowledge of the 2-5-10 Warranty and general home care is an asset
- A customer service personality with a firm but fair approach
- A team player, personable with a positive outlook on every situation
- Self-motivated, proactive, and adaptable with a strong willingness to learn and be challenged
- Outgoing, strong verbal and written communication skills
- Detail-oriented, with strong organizational and critical thinking skills
- Disciplined with time management, capable of working under pressure with multiple projects and tasks with simultaneous deadlines
- Ability to deal effectively with confrontational situations and maintain objectivity in public relations
- Strong administrative skillset with intermediate to advanced computer skills with Microsoft Office (Office 365), Adobe, and other Construction or Sales related software
- Flexibility in availability – may be required to work extended hours, weeknights, and/or weekends as necessary

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 is an asset
- Experience with administration and coordinating schedules

Working Conditions

- Customer Care Coordinators 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)

- Candidate may have the opportunity to experience other job roles of various departments in SHAPE (e.g. within Customer Care or Sales), when or if required

Benefits

- Opportunity to represent some of the most significant real estate projects in Metro Vancouver (The Amazing Brentwood, The City of Lougheed, RC 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 a best-in-class SHAPE team
- Personal and professional development within the company and the industry
- A competitive salary with performance bonuses
- Comprehensive benefits package
- A fun, collaborative, and autonomous work environment

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