



MANAGER, CLIENT CARE

COMPANY

Imani Development is a real estate development firm based in Vancouver, BC. With a history spanning more than 30 years, the company's portfolio ranges from land assembly to concrete high-rise mixed-use developments.

ROLE TITLE

- Manager, Client Care

REPORTS TO

- President & CEO

POSITION OVERVIEW

Imani Development is seeking a **Manager, Client Care** to join the team. You will work with a tight-knit team of experienced real estate professionals. This role will have exposure and scope across multiple projects requiring you to thrive in a multi-tasking environment. You will demonstrate an ability to coordinate and bridge several stakeholders including sales & marketing, branding & communication, and homeowner care. All to deliver top-notch care to our clients and homeowners.

This position requires a person with a confident can-do and problem-solving mindset that is highly organized, and service driven.

SKILL REQUIREMENTS

- Minimum of 5 years related work experience; background in residential and/or commercial real estate projects is ideal.
- Post secondary education in a related discipline.
- Strong organizational and analytical skills and project management skills
- Exceptional interpersonal, communication, and collaboration skills.
- Ability to drive multiple stakeholders towards a common goal.
- Superb attention to detail and follow-up skills to manage multiple tasks and projects.
- Ability to drive key business initiatives and handle multiple ongoing priorities.
- High computer proficiency in MS Office Suite; working knowledge of Adobe Creative Suite products and WordPress would be a strong asset.
- Valid driver's license is an asset.
- Additional language proficiency is desirable

RESPONSIBILITIES

Homeowner Care

- Take ownership of the firm's homeowner experience and care program for residential projects

- Operate as a key contact for pre & post homeowner care & effectively provide support and proactive follow-up to clients.
- Conduct site visits to completed projects and interact with homeowners to provide after-purchase care, answer key inquiries and liaise with those that manage deficiencies.
- Communicate with and provide high-level service to homeowners and third-party partners.
- Engage with external vendors regarding warranties, products, and service.
- Work closely with internal & external team members to ensure the group remains organized with respect to project administration, scheduling, and tracking.
- Maintain an up-to-date CRM system with diligent documentation and logging of all client-servicing and project administration activities and correspondence.
- Assist in the preparation and tracking of various reports, documents, letters, contracts, and notices.

Sales and Marketing

- Coordinate marketing and brand communication & initiatives throughout the firm's various development project phases.
- Liaise with project marketing agencies and other external vendors.
- Manage all digital marketing platforms, including the company's website and social media accounts; work to ensure smooth integration of project marketing content.
- Oversee content management and regularly post content across digital marketing platforms.
- Manage and track Purchase and sale Agreements, addendums, upgrades, deposits, assignments, commissions, etc.
- Manage sales summaries and Annual filing of assignments
- Correspond with marketing agents, realtors, purchasers, and lawyers
- Keep purchasers updated and manage the transaction process through to closing and homeowner care

Imani Development offers competitive wages and benefits, including extended health, vision and dental.

Imani Development is committed to the safety of our people, clients and communities. With all public health mandates in mind, we have implemented various safety measures, including a COVID-19 vaccination policy, which requires all employees to be fully vaccinated and provide proof of vaccination.

TO APPLY

Individuals meeting the criteria above are encouraged to submit their resume and cover letter in confidence to hr@imanidevelopment.ca Please include **"Manager, Client Care "** in the subject line.

Imani Development is an inclusive equal opportunity employer and is committed to recruiting with a focus on equal opportunity, diversity and inclusion. While we thank all candidates for their interest, only select individuals will be contacted for follow-up.