



Position: Manager, Customer Care (1 Year Contract)

Team: Property Management

Location: Vancouver, BC

The purpose of this position is to manage and work with our Customer Care Team for the courteous, appropriate, and expeditious resolution of all customer inquiries for our Properties. You will motivate your team while working through all inquiries relating to project start-up, developer walkthroughs, purchaser walk-throughs, preparation for closing, common areas, and post-closing.

Job Duties & Responsibilities:

- Supervision and management of the customer service team.
- Training on all company standards with respect to customer service required to closely monitor and handle customer inquiries playing a critical role in resolving customer issues and complaints.
- Maintain, track, monitor, and complete reports and system setup for the customer interface for each stage of the project lifecycle:
 - Start-up of project
 - Developer walkthroughs
 - Purchaser Walkthroughs
 - Preparation for closing
 - Common areas
 - Post-Closing

Qualifications:

- Excellent written and verbal communication skills in English
- Exceptional Microsoft Office skills with property management software experience and asset
- Problem solving and decision-making skills
- Knowledge about the process involves in construction closing, warranty and deficiencies
- Knowledge in Microsoft words, excel and Procore