



Modern Thinking. Timeless Values.™

CUSTOMER EXPERIENCE CONCIERGE

Change *Your Career* for the Better.

As a recipient of hundreds of awards and accolades, Reid's Heritage Homes is a world-class organization, with growing communities across the province, offering home styles from mid-rise condo suites to custom estates and active adult communities. We are a division of the Reid's Heritage Group of Companies, a family-owned company celebrating over 40 years in business. We are proud to have been certified as a **Great Place to Work® Canada** and named as one of **Canada's Best Workplaces for 2019**, **Canada's Top Small & Medium Employers for 2019** and **Waterloo Area's Top Employers for 2019**, and we strive to employ highly skilled individuals who both exemplify and live out our Core Values. Our team members are passionate about their work, and their high energy and creativity drive innovation. As a result, our team is growing. We invite you to take this opportunity and be a part of the momentum!

This is a great opportunity to join our Customer Experience Team in **Cambridge**, and play a key role in ensuring customer service excellence throughout the home-buying process while also ensuring that profitability goals are being met.

Reporting to the Manager of Customer Experience, you will ensure that all New Home Purchaser questions and concerns are addressed quickly, accurately and professionally and that all New Home Purchasers have resources to find information related to the purchase of their new home. As Customer Experience Concierge, you will be working collaboratively with internal and external stakeholders, and acting as an advocate for New Home Purchasers to ensure that exceptional customer service is delivered throughout all stages of the home-buying process, and that a constant, consistent focus on customer care is maintained throughout the home-buying experience.

As part of your duties and responsibilities, you will be called upon to:

- Follow and consistently demonstrate Reid's Heritage Group of Companies Core Values
- Focus on all aspects of customer satisfaction
- Manage all communication with New Home Purchasers from point of sale to completion
- Check in with each New Home Purchaser on a regular basis to ensure a positive experience is being maintained.
- Conduct a purchase agreement review meeting/phone call with each New Home Purchaser to review key points and frequently asked questions
- Prepare each New Home Purchaser for the next step in the buying process by setting expectations and providing information and advice in advance
- Communicate with customers on their inquiries when required (i.e. construction status, pre-drywall checks, registration questions, etc.)
- Maintain positive homeowner relations, provide homeowner with knowledgeable, timely and professional service
- Conduct site visit with homeowners when required
- De-escalate difficult situations as needed
- Communicate with homeowners to rate satisfaction levels (formulate survey)
- Improve systems and processes, better use of existing technology
- Connect with sales staff and design team to insure client centred focus
- Create additional touch points after deal is signed and before ground breaks
- Assist in organizing company events and grand openings
- Send notice letters to purchasers according to Tarion guidelines

- Attend and participate at Homeowner's Information Session (usually held in the evening hours)
- Schedule Pre-Drywall Inspections and Homeowner Orientations
- Work with Sales, Construction, Décor, Land Development and Warranty Departments to provide homeowners with accurate information
- Deliver closing gifts to site
- Prepare Homeowner Orientation packages
- Ultimately establish communication and build rapport for our homeowners with excellence
- Other duties as assigned

The Customer Experience Concierge we seek will demonstrate the following qualifications:

- Commitment to our organization's progressive culture, including our company Core Values
- A strong command of the company's customer experience policies
- Minimum of 3 years of experience in an office environment and/or in a similar role
- Have a passion for ensuring the customer has a positive experience during all parts of the customer's home building experience
- Advanced skills in Word, Excel, Outlook
- Experience with Newstar Enterprise and Newstar Sales software is a strong asset
- Highly motivated with exceptional customer service skills
- Excellent communication and organizational skills
- Experience in public speaking and presenting to diverse groups of individuals
- The ability to maintain a positive working environment for both clients and colleagues
- Excellent time management and prioritizing skills
- Exceptional listening, verbal and written communication skills
- Highly motivated, self-starter that has a strong multi-tasking ability
- Self-confident, honest and respectful approach to dealing with all members of department and construction project teams
- Strong commitment to meet and complete tasks according to timelines/deadlines
- Team player, accustomed to working as part of and encouraging a collaborative work environment
- Strong attention to detail
- Operates effectively in a busy, high volume and deadline driven environment
- Motivation, integrity and positive attitude
- Knowledge of the building/home construction process and materials an asset
- Valid driver's license

If you have a lot to offer, we have a lot to give! Add your energy to ours and join the Reid's Heritage Homes team by submitting your cover letter and resume to hrinfo@heritagehomes.com, specifying the title of the position. For more information, visit www.reidsheritagehomes.com.

We thank all applicants in advance for their interest in this position; however, only those selected for an interview will be contacted.

