

Customer Experience Coordinator

Location: Vaughan, ON

Employment Type: Full Time

Department: Sales & Customer Care

As an award-winning visionary homebuilder in Ontario, DECO continues to innovate through architecture, design and premium community locations across the Greater Toronto Area.

The Role

In keeping with our core beliefs, DECO is looking for a Customer Experience Coordinator to join our team and enhance the sales and customer experience process from start to finish. We are looking for someone who can convey our customer focused philosophy, and excel in a fast-paced, well-organized environment. This individual will play a pivotal role in ensuring seamless communication and support throughout various stages of our customers' journey and be responsible for a range of tasks aimed at enhancing the overall experience of our clients, facilitating smooth transactions, and maintaining positive relationships.

Responsibilities may include:

- Manage the overall customer care timeline and keep track of key milestone dates.
- Draft and distribute notices to homeowners as needed, ensuring clarity.
- Recommend goodwill gestures or actions aimed at enhancing customer satisfaction and loyalty.
- Prepare necessary documentation for amendments to contracts or agreements.
- Coordinate with relevant parties to ensure accuracy and timeliness of amendments.
- Manage agreement and document workflow for easy retrieval and reference.
- Aiding with administrative aspects and data entry for the sales department.
- Prepare and distribute communications related to closing dates, including homeowner notifications, amendment preparation, closing date lists, and emails via Newstar and other platforms.
- Respond to customer inquiries and requests promptly and professionally via email and phone, providing concierge-level service.
- Make courtesy calls to clients to ensure satisfaction, address concerns, and foster positive relationships.
- Handle incoming phone inquiries from customers, providing assistance, information, or redirecting calls appropriately.
- Work collaboratively with all departments to respond to homeowner inquiries and develop innovative customer experience touchpoints.
- Assist with other special projects including customer experience, sales and marketing projects as assigned.

Job Requirements:

DECO aims to respect and promote the ideals of dignity & independence of all individuals. Should you have any accessibility requirements during the recruitment & hiring process, please feel free to reach out to our Accessibility Coordination Officer at info@decohomes.ca. We will do our best to accommodate your request & feedback as we continue to support all of our customers & employees with accessibility requirements.

- University Degree or College Diploma
- 2+ years of prior experience in customer service or administrative role.
- Excellent communication skills, both written and verbal.
- Strong organizational and multitasking abilities.
- Attention to detail and accuracy in handling documentation.
- Customer-focused mindset with a dedication to providing exceptional service.
- Ability to work effectively both independently and as part of a team.
- Experience in relevant software applications and databases is considered a strong asset (Newstar, Microsoft Office Suite, Mass Email platforms etc)

Compensation for this role will be competitive and commensurate with experience. If you meet the requirements, please email your resume and references to info@decohomes.ca