

CUSTOMER CARE MANAGER

WHO WE ARE

Bold Properties is a multi-family real estate development company with a mission to develop real estate that enhances the lives of people and their communities. Our current project pipeline includes projects that range from wood-frame townhomes to mixed-use concrete towers around the Lower Mainland. We are a tight-knit, hardworking team that challenges industry norms and are building a team to achieve our ambitious goals.

THE OPPORTUNITY

Bold Properties is seeking an experienced customer care professional with amazing interpersonal skills that will work out of our beautiful head-office located in downtown Vancouver but will be expected travel to sites when needed. You will be an integral part of customer care and property management working closely with internal team members as well as external consultants to ensure projects are completed to Bold's high standards.

The successful candidate will have a strong customer care and/or property management background. You are a self-starter, smart, diligent, resourceful, personable, and professional team player with a strong work ethic. You will collaborate with our internal and external teams to ensure Bold's standards are implemented in every aspect of your work. This is a dynamic role and the successful candidate must adapt to projects' needs as they evolve.

This is a diverse role with opportunities for mentorship and growth within the Bold group of companies.

Duties of the position include:

- Facilitate the completion process for all Bold developments (including: pre-closing information seminars, training junior and temp staff, meetings with strata managers, pre-completion suite inspections, purchaser walk throughs and key handovers)
- Timely coordination of in-suite and common area deficiencies repairs and warranty issues.
- Generate various completion, deficiency and asset reports for the construction and senior management teams
- Work with internal teams and the senior management team to strategize, plan and execute new projects to improve efficiency and customer experience
- Resolve conflicts with purchasers, strata corporations, contractors, consultants and home warranty providers
- Management of Bold real estate properties including predevelopment sites and rental developments

QUALIFICATIONS

- 1-3 years of experience in real estate customer care.
- New home warranty, construction, property management an asset;
- Highly organized and self-starter;
- Work well under pressure;
- Strong understanding of building construction and knowledge of up-to-date building codes is an asset;
- Demonstrate the ability to exercise sound judgment and an excellent problem solver;
- Excellent negotiation skills with proven results;
- Well-developed communication skills with the ability to present in a concise manner;
- Advanced knowledge of Microsoft Office; and
- Valid BC Drivers' license.

COMPENSATION

Compensation will be dependent on relevant experience. Bold has a comprehensive benefits program, which includes:

- Enrollment in an extended health, vision/dental plan
- RRSP matching program
- Sick days and personal appointment flexibility
- Professional development / educational opportunities
- Secure bike storage

HOW TO APPLY

Please email your cover letter and resume to hr@bold.ca, with the subject line "Customer Care Manager - <<Your Name>>".

We thank all candidates that take the time to apply and kindly ask that you DO NOT call the office to follow up on your application. Only those selected for interviews will be contacted.