



## **HOME CONCIERGE**

You're an experienced client service professional and team player with a work-hard, play-hard mentality. You love solving problems and are constantly striving to improve yourself and the way you do things. You genuinely care about every single interaction so much that when people think of exceptional client service, they think back to their interaction with you and how it made their day better.

While you are modest, you know that your innate empathy, capacity for client service and solutions-focused mindset would thrive in a team that is passionate about the experience, the performance, and the fun!

### **Position Responsibilities**

- Acting as an ambassador, you deliver exceptional client experiences by being diligent, friendly, caring and empathetic
- You understand the emotional aspects of moving into and maintaining a home and you can use this to connect with clients
- Contribute to a strong team culture with your can- and will-do attitude
- Resolve client service issues
- Manage all incoming inquiries and requests via phone, email, text and chat
- Develop and maintain effective relationships with our service provider network.
- Provide input and support on the continuous improvement of our products

### **Mandatory skills**

- Strong work ethic
- Solutions-focused with a strong bias towards executing
- Tech savvy, adaptable
- Entrepreneurial, self-confident, and self-motivated
- Able to work in a fast-paced environment that requires a high degree of multi-tasking with minimal supervision
- Ability to focus, prioritize and execute on deadlines

### **Desired Background and Qualifications**

- Proficient in Microsoft Office
- Very comfortable with technology
- Bachelor's degree preferred
- Project management experience an asset



## **Who is Virtuo?**

Virtuo is a home concierge company redesigning the entire homeownership journey. By leveraging technology and building a platform around people and their communities, we are creating a connected and streamlined homeownership experience that delivers the promise of home to everyone, everywhere. Our human-powered digital Concierge empowers every person to take control of their home, guiding them from possession to living in – delivering a first-class homeownership experience at every step of the way. We have an awesome service with a great team, and now we just need the right people to help us deliver our vision to the world.

As a rapidly growing start-up, everyone on our team is ready to jump in and get their hands dirty - willing to do whatever it takes to advocate for our clients, deliver our larger vision and reach our collective goals. Every day is a little bit different and our team members are flexible and collaborative in their work.

We are adaptable and resilient – we roll with the punches and keep pushing forward to improve and innovate our product and services. We're a tight-knit, straight shooting team – we collaborate and dream big, and are looking for people who thrive within that kind of positive camaraderie. We don't take ourselves too seriously, but when it comes to the business, we are laser focused on our vision and our results show it.

## **How to Apply**

Resumes can be sent to [careers@virtuo.com](mailto:careers@virtuo.com). We look forward to hearing from you!