

## Move Concierge

Reporting to the Director of Client Experience, you'll be responsible for identifying and addressing client needs with compassion and diligence. As an advocate for Virtuo's clients, you will provide expertise and relevant information with the goal of delivering exceptional client experiences.

## Who you are

You are a client experience professional with the ability to understand the emotional aspects of moving into and maintaining a home. You are a team player who always takes the initiative and thinks outside the box when it comes to providing an unmatched client experience. You are empathetic by nature, with experience building authentic trust and relationships. You **genuinely** care about every 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!

## What you'll be doing

- Consult with clients on services required and build out a move-plan via phone, email, text, and chat
- Manage incoming calls, emails and chats with confidence and diligence
- Keep record of client interactions and process requests
- Be a champion of our clients by anticipating their needs, ensuring services are rendered and advocating on their behalf
- Provide input and support on the continuous improvement of our products
- Contribute to a strong team culture with your uplifting and collaborative attitude

## How you'll be measured

- Net Promoter Score

## What we're looking for

- Tech-savvy (proficient in MS Office, and quick to adapt to other platforms)
- Experienced and extremely comfortable in client-facing roles
- Bi-lingual an asset

## What will help you succeed

- Excellent written and verbal communication
- Obsessed with the experience
- Solutions-focused with a strong bias towards executing
- Exceptional organization with strong attention to detail
- Highly personable, with the ability to develop connections and trust

- Ability to shift tasks quickly and effectively, and execute on deadlines
- Self-starter, self-motivated & an entrepreneurial spirit

## **Who Are We?**

Virtuo is a home concierge platform redesigning the entire homeownership journey. We partner with large home builders to help them deliver the seamless, first-class homeownership experience that consumers have come to expect in today's age. Founded in 2016, we are a fast-growing entrepreneurial and solutions-minded company with a passion for delivering exceptional tech-enabled client experiences.

We're a tight-knit, straight shooting team – we collaborate and dream big, and are looking for someone who wants that kind of 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.

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