

Move Expert

Reporting to the Director of Client Operations, you will be responsible for assisting Virtuo clients in effectively navigating the intricate process of moving, with the goal of achieving a seamless and stress-free transition. You will work closely with the Client Experience Team to comprehend and present a range of solutions to clients to support their relocation.

Who you are

You are a dynamic and empathetic professional with excellent communication skills. Your extensive experience in the moving industry enables you to put yourself in the shoes of clients, and advocate for the best possible solutions. You are motivated by the satisfaction of seeing clients settled into their new homes with ease, and you aren't afraid to get your hands dirty to achieve the best outcome.

What you'll be doing

- Consult with clients virtually and over the phone to review various moving solutions
- Source various opportunities to serve clients in high pressure situations
- Recognize varying levels of client concerns and stress points, and maintain a calm presence, instilling confidence and ultimately exceeding client expectations
- Perform necessary administrative tasks pertaining to dates, booking logistics, and other move related requests
- Provide comprehensive and accurate responses to queries from clients and colleagues, utilizing research and problem-solving to identify solutions

How you'll be measured

- Client satisfaction score

What we're looking for

- 5-10 years' experience in the moving industry as a move consultant or in an operations management role
- Fluency in multiple languages is an asset

What will help you succeed

- Detail-oriented
- Exceptional written and verbal communication
- Highly organized
- Relationship-building
- Resourceful
- Ability to sense underlying concerns and understand client's unspoken needs

- Proactive problem-solving skills, with the ability to identify potential issues and develop effective solutions
- Highly empathetic and skilled in understanding and sharing clients' perspectives

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.

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. We look forward to hearing from you.