

## Concierge Support

Reporting to the Director of Client Operations, you'll be the go-to for completing move-related tasks assigned by the Home Concierge. You will work collaboratively behind the scenes, ensuring that clients have an amazing move-in experience.

## Who you are

You are a detail oriented and organized individual, with a strong sense of responsibility. Your resourcefulness allows you to find innovative solutions to challenges, and effectively manage multiple tasks with ease. You are proactive by nature, with a proven ability to anticipate needs and take initiative.

## What you'll be doing

- Complete all assigned in-app tasks with precision, and diligently record confirmations of task completion
- Be a friendly voice for incoming calls, triaging, and directing them to the appropriate Concierge, or taking detailed messages
- Be the operational support for client facing Concierges to an unmatched client experience
- Conduct timely research to provide various recommendations and solutions to client requests as assigned by the Concierge
- Collaborate with the CX Team on ways to streamline processes to improve efficiencies

## How you'll be measured

- Net Promotor Score

## What we're looking for

- 2-3 years of relevant experience with an emphasis on administrative tasks
- Tech-savvy (proficient in MS Office, and quick to adapt to other platforms)

## What will help you succeed?

- Self-motivated and highly independent, requiring minimal supervision to complete tasks efficiently and effectively
- Excellent written and verbal communication skills, with the ability to clearly convey ideas and instructions in a professional and concise manner
- Skilled at multitasking, with the flexibility to quickly adapt to shifting priorities and timelines
- Proven experience working effectively as part of a team, with a strong track record of collaboration
- Proficient in various technologies, namely MS Suite with the ability to quickly adapt to new tools and systems

## **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](mailto:careers@virtuo.com). We look forward to hearing from you.