

Sorbara is looking for a Customer Care Concierge to join our growing team!

**About Sorbara Group of Companies:**

The Sorbara Group of Companies is a pioneering force in Ontario's real estate industry. Having operated commercial, industrial, office and retail properties, managed residential rentals and built high-rise and low-rise communities for several decades, we have witnessed firsthand key changes in the Greater Toronto Area real estate market. This unparalleled wealth of experience has allowed us to develop long-lasting relationships with our partners, stakeholders, homeowners, tenants, and employees.

With over 80 years of experience in our industry, Sorbara Group of Companies has built a thriving integrated real estate, planning, development, construction, investment and management firm and we are looking to add another member to our ever-growing team.

**The Position:**

**Objective**

Provide an excellent Homeowner experience to gain and attract new Purchasers and strengthen existing Homeowner loyalty and engagement.

**Role**

Reporting to the Homeowner Experience Specialist, the Customer Care Concierge is responsible for managing all communication with New Home Purchasers from point of sale to completion.

**Duties**

- Manage all communication with New Home Purchasers from point of sale to completion.
- Maintain positive homeowner relations, provide homeowner with knowledgeable, timely and professional service.
- Generate reports and graphs related to the Homeowner experience.
- De-escalate difficult situations with purchasers and homeowners, as needed.
- Work with teams to write, revise, and standardize existing & future (new) purchaser-focused communications (preparing to move, congratulations on closing, PDI/Framework notices, etc.).
- Connect with sales staff and design team to ensure client centered focus.
- Create additional touch points after deal is signed and before ground breaks.
- Assist in organizing company events and grand openings, as required.
- Develop and maintain effective working relationships with all in office and site personnel.
- Understand and abide by communication procedures, guidelines and policies.
- Other duties not listed above as determined by the needs of this role, as well as the Sales, Warranty and Construction teams.

**Skill Set**

- 2+ years experience in the homebuilding industry.
- 2+ years experience in customer service.
- Knowledge of new homebuying and construction processes.
- Exceptional written communication skills are paramount, alongside outstanding verbal communication and active listening skills.

- Responsive and patient with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Ability to manage, prioritize and respond to large amounts of phone calls, chats, emails, and other communication channels in a timely manner.
- Excellent customer service skills.
- Detail oriented and strong organizational skills with the ability to meet deadlines and work in a fast-paced environment.
- Decisive with the ability to adapt and take action.
- Proficient in MS Office products with good computer skills.
- Demonstrated ability to provide leadership and resolve conflict.

**What We Offer:**

Sorbara offers employees competitive compensation plans and benefits coverage, as well as wellness and mental health resources including an Employee Assistance Program, Telemedicine and Mental Health Navigator to support the mental and physical well-being of our employees.

**How to Apply:**

Interested? We'd love to see your application! To apply, please send your resume and cover letter to [ewoods@sorbara.com](mailto:ewoods@sorbara.com) referencing the Customer Care Concierge position. We appreciate your interest in the position, however only candidates that are selected for an interview will be contacted.

The Sorbara Group of Companies welcomes diversity in the workplace and, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Sorbara is committed to accommodating applicants with disabilities throughout the hiring process. At any stage of the recruitment process, Human Resources, and/or the Hiring Manager will work with applicants requesting accommodation.