

Sorbara is looking for a Homeowner Experience Specialist 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 excellent Homeowner experience to gain and attract new Purchasers and strengthen existing Homeowner loyalty and engagement.

Role

Reporting to the SVP, Strategy, Sales and Marketing, the Homeowner Experience Specialist is responsible for ongoing coordination of Purchaser and Homeowner engagement strategy throughout all homebuilding, move in and warranty service touchpoints as well as the coordination of internal engagement and timely response to Purchasers and Homeowners within the SDG team.

Skill Set

- 5 years experience in the homebuilding industry.
- Knowledge of new homebuying and construction processes.
- Effective communication skills, both verbal and written, as well as active listening skills.
- Responsive and patient with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Ability to manage large amounts of phone calls, chats, emails, and other communication channels.
- Excellent customer service skills.
- Detail oriented and strong organization skills.
- 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.
- Experience in the homebuying and construction industry considered an asset.

Duties

- Oversee Purchaser and Homeowner inquiries ensuring knowledgeable, timely and professional responses are provided from sales, décor, construction, and warranty teams.
- Provide support to the customer service team by handling customer complaints and escalations, offering appropriate and timely solutions or alternatives, and following up to ensure resolution and customer satisfaction.

- Maintain Homeowner Engagement focus, facilitating a positive homebuying journey and move in experience while providing professional Homeowner relations and support.
- Touchpoint implementation and assessment throughout home purchasing, décor, construction, and warranty service processes, reporting results to management and providing recommendations for improvement.
- Manage AVID Ratings survey delivery and reporting, analyzing results and providing recommendations based on findings.
- Purchaser education through décor, construction and warranty processes to manage expectations and facilitate a positive experience.
- Organize ongoing community events and grand openings with site sales administrators.
- Manage writing/re-writing of homeowner manuals for various sites (ensure material in manuals reflect the community and home type/building materials, etc.).
- Work with team to write, revise, and standardize existing & future (new) purchaser-focused communications (preparing to move, congratulations on closing, PDI/Framework notices, etc.).
- Help evaluate/review trade partner and product performance.
- Connect with sales staff and design team to ensure client centered focus.
- Provide reports on Quality Assurance Inspections.
- Generate reports and graphs related to the Homeowner experience.
- 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.

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:

To apply, please send your resume and cover letter to ewoods@sorbara.com referencing the Homeowner Experience Specialist 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.