



## **Client Experience Coordinator**

### **Job Description:**

As a Client Experience Coordinator at our residential design build firm, you will play a vital role in ensuring our clients receive exceptional service from initial contact through project completion and beyond. You will serve as the primary point of contact for clients, guiding them through every stage of their project and ensuring their needs are met with professionalism and care. From the moment a lead reaches out to us until the warranty period concludes, you will be there to provide support, answer questions, and address concerns, ultimately fostering positive client relationships and enhancing their overall experience.

### **Responsibilities:**

#### *Initial Contact:*

- Respond promptly and courteously to inquiries from potential clients via phone, email, or in-person visits.
- Gather preliminary information about the client's needs, preferences, and budget to determine the feasibility of their project.
- Schedule initial consultations or meetings with clients and appropriate team members.

#### *Client Onboarding:*

- Guide clients through the onboarding process, explaining our services, procedures, and timelines in detail.
- Assist clients in completing necessary paperwork, contracts, and documentation.

- Coordinate introductions between clients and key team members involved in their project.

#### *Project Coordination:*

- Serve as the central point of contact for clients throughout the duration of their project.
- Communicate regularly with clients to provide updates on project progress, timelines, and milestones.
- Address any questions, concerns, or change requests from clients promptly and effectively.
- Coordinate meetings, site visits, and presentations as needed to keep clients informed and engaged.

#### *Conflict Resolution:*

- Anticipate and address potential challenges or concerns that may arise during the project lifecycle.
- Foster collaboration between clients and internal teams to find mutually agreeable solutions.
- Demonstrate active listening and empathy towards clients' concerns and viewpoints.
- Propose innovative solutions or compromises that promote positive outcomes for all parties involved.
- Document successful conflict resolution processes to inform future strategies and enhance project management practices.

#### *Follow-Up and Warranty Period:*

- Conduct regular follow-up communication with clients to ensure their satisfaction with our services and their project.
- Coordinate warranty inspections and repairs, acting as a liaison between clients and our construction and maintenance teams.
- Document client feedback and testimonials for use in marketing materials and future improvements.

#### *Client Relationship Management:*

- Cultivate strong, long-lasting relationships with clients based on trust, transparency, and open communication.
- Anticipate and fulfill even the unexpressed wishes and needs of our clients.

- Seek opportunities to exceed client expectations and provide additional value-added services when possible.

**Qualifications:**

- Bachelor's degree in business administration, communications, or a related field (preferred).
- Previous experience in client services, project management, or a similar role within any industry.
- Excellent communication skills, both verbal and written, with the ability to convey complex information clearly and effectively.
- Strong interpersonal skills and a customer-centric mindset, with a genuine desire to help clients achieve their goals.
- Highly organized and detail-oriented, with the ability to multitask and prioritize tasks in a fast-paced environment.
- Ability to become proficient in project management software, CRM systems, and Microsoft Office suite.
- Flexibility to adapt to changing priorities.