



mountainwood homes

## Client Experience Coordinator Position - Mountainwood Homes, Inc

Beaverton, Oregon

### Job Description:

Award-winning construction company is looking for a Client Experience Coordinator to join our team! Your role will involve a high level of interaction both internally and externally so exceptionally refined communication skills are mandatory for this key role.

As the Client Experience Coordinator, you will be responsible for ensuring that our organization functions flawlessly each day. You are upbeat, positive, and approachable. You are the go-to-person that keeps things running smoothly.

Do you have a passion for providing excellent customer service?

Do you enjoy creating a welcoming environment?

Are you poised in all communication whether in-person, phone, email, or written correspondence?

Are you meticulously organized and pro-active?

Are you energetic and positive?

Are you savvy with computers?

If you answered “yes” to these questions, we want to meet you!

### Duties / Responsibilities:

- Communicating & working directly with homeowners – *most important*
- Creating a great experience for everyone involved to ensure repeat business and client referrals
- General office coordination; awareness of the comings and goings of the office, calendar management, receiving deliveries, front door attendance, meeting coordination
- Office maintenance; manage the office cleaning, keep all elements of the office clean and organized
- Liaison with office cleaners, IT support, printers, phone service and building landlord, etc.
- Office paperwork; upkeep of operations files
- Maintaining a stocked office; office supplies and breakroom items
- Errand running as requested
- Marketing department support as needed
- Other special projects as assigned

### Skills / Requirements:

- Previous experience in a client facing, administrative/support role required
- Ability to adjust and be flexible to sudden demands with a “go above & beyond” attitude
- Valid driver’s license, reliable transportation and ability to pass a background check
- Ability to maintain a consistent 40-hour work week
- Proficient in typing accurate internal and external correspondence
- Proficient in Microsoft programs and CRM
- Excellent customer service skills and a professional appearance
- Team player

## **Competitive Compensation & Benefits**

### **How to Apply:**

*Applicants interested in applying for this position should apply via email ONLY.*

*Please send your resume in Word or PDF format and completed Employment Application to **HR@mountainwoodhomes.com** using "Client Experience Coordinator" in the subject line of email.*

*Or reply to this ad with your resume in Word or PDF format using "Client Experience Coordinator" in the subject line of email.*

*You can view our website at [www.mountainwoodhomes.com](http://www.mountainwoodhomes.com)*