

Move Expert

Who are We?

As one of the most significant purchases we'll ever make, a new home deserves to be the most exciting and enjoyable experience of our life. While owning a home should be simple and joyful, people's best asset is their least supported and biggest headache.

Virtuo's mission is to help new homeowners to quickly and effortlessly begin enjoying their homes, and continue enjoying them. When ownership decisions can be complex and overwhelming, Virtuo is the trusted unbiased guide to help make them faster.

What you'll be doing

With an industry-leading NPS, Virtuo has earned the trust of its homeowners as their home concierge. In the role of **Move Expert**, you will play a key role in delivering exceptional moving and home ownership experiences. Leveraging your background as a client experience professional, you will assist Virtuo's Clients in effectively navigating the intricate process of moving, with the goal of achieving a seamless and stress-free transition. You will act as a liaison and champion for clients by providing expertise and relevant information to address their needs and ensure a world-class experience.

- Consult with clients on services required and build out a move-plan via phone, email, text, and chat
- Manage incoming calls, emails, and chats with confidence and diligence
- Liaise with a wide range of home service providers (utilities, internet, TV, etc.) to assist clients with relevant move-in tasks and set-ups
- Keep accurate record of client interactions and process requests
- Be a champion of Virtuo's clients by anticipating their needs, ensuring services are rendered and advocating on their behalf
- Provide comprehensive and accurate responses to queries from clients and colleagues, utilizing research and problem-solving to identify tailored solutions
- Provide input and support on the continuous improvement of Virtuo's products and service offerings
- Contribute to a strong team culture with an uplifting and collaborative attitude.

How you'll be measured

- Net Promoter Score
- Trust Events
- Move Plan Completion Score

What we're looking for

- Tech-savvy (proficient in MS Office, and quick to adapt to other platforms)

- Experienced and extremely comfortable in client-facing roles (3+ years' experience preferred)
- Excellent written and verbal communication
- Solutions-focused with a strong bias towards executing
- Exceptional organization with strong attention to detail
- Highly personable, with the ability to develop connects and build trust
- Ability to shift tasks quickly and effectively, and execute on deadlines
- Self-starter, self-motivated & an entrepreneurial spirit
- Bi-lingual an asset

Resumes can be sent to careers@virtuo.com. We look forward to hearing from you.