

Manager, Customer Experience Halifax, Nova Scotia

CREATE A FIRST-RATE CUSTOMER EXPERIENCE

Southwest Properties currently owns and operates more than 1,250 quality apartments and condos situated in the best residential areas of Halifax. Their spaces feel comfortable because they aim to do things the way their residents and commercial tenants would do themselves. Their customers know they matter, and Southwest Properties works every day to ensure customers feel at home. Building their reputation on the belief that "if you build it great, it will be great," Southwest Properties has more than doubled in over the last ten years and has close to one billion in new projects on the horizon. Throughout this period of exciting development, they are proud to have maintained an impressive 98% independent customer service rating. With these and many other accomplishments, Southwest has built an unmatched reputation for both their properties and their services, positioning them as the region's leader in creating exceptional places to live, shop, work and play.

With the desire to take their customer experience to the next level, Southwest Properties is seeking a **Manager, Customer Experience**. As the new Manager, you will oversee the front-line customer service team and implement a total service experience program for the organization. You will work with the organization's senior leaders to develop a customer service strategy, deliver training programs to staff, and you will introduce KPIs to effectively monitor and continuously improve upon customer service strategies. You will help enhance a customer centric culture and develop a customer service recognition program to reward top performers across the organization for service excellence. With a deep commitment to service excellence, you will foster a collective mindset that keeps customer experience at the forefront of everything that you do. You will help build a customer service function that takes Southwest Properties customer experience from good to great.

A talented customer service professional with solid experience in a service-centric organization, you have what it takes to create a road map to industry leading customer experience for Southwest Properties. Energetic, extroverted and ambitious, you have a proven reputation for delivering results. You bring demonstrated experience implementing customer service strategies and processes, coaching and training a team, and ensuring the customer perspective is incorporated into all of your organization's decisions. When it comes to communicating your vision, inspiring and motivating a team, and building buy-in to your plan, you are a natural. You know how to develop a big picture strategy and turn it into action. You understand the essential role customer service plays in the overall success of a business and you are ready and excited by the opportunity to join a growing, motivated and dynamic organization to help them become the benchmark in property development customer service and support.

If you are interested in exploring this exciting opportunity with one of Atlantic Canada's leading employers, please contact Andrea Forbes or James Laing at 902-422-4886 or submit your resume online at: <http://jobs.kbrs.ca/Careers/10675/>