

NEST REALTY IS HIRING A

CLIENT HAPPINESS COORDINATOR

Founded in 2008, Nest Realty is a full-service, boutique real estate agency specializing in residential and commercial properties throughout Charlottesville, Fredericksburg, Hampton Roads, and the New River Valley.

Nest Property Management offers leasing and management services for residential and commercial properties in Charlottesville and the New River Valley.

We believe the real estate experience (whether buying or leasing) is often a gateway to the next chapter of your life. The process should be a happy one. Fun. Moving. Exhilarating. It is for us, and we love sharing it with our clients.

So, that's where you come in. Though we are still small, we are growing. We're seeking a remarkable Client Happiness Coordinator to join our team and help us ensure a positive client experience for our brokerage and property management divisions.



THE OPPORTUNITY

In a world of Google searches, self checkout lines and automated chat windows, it is more important than ever to dedicate time and resources to providing exemplary customer service. In short, working directly with our Creative and Leadership Teams, this new position will help to ensure our clients are being treated exceptionally through every step of the real estate process.

THE BIG PICTURE

Here's an initial rundown of the tasks and responsibilities for our Client Happiness Coordinator position.

- You will manage all incoming phone calls and digital inquiries. It's vital that you set the right tone for the Nest brand and experience.
- You'll be busy on the front line, nurturing prospective clients...and extremely meticulous and organized when following up with our Associates to ensure prospective clients turn into Nest clients.
- You'll provide a high level of administrative and marketing support to our Head Property Manager and to our Marketing Team.



THE DETAILS

You must be...

- Engaging, transparent and genuine - both offline and online.
- Organized and able to manage projects on your own and hit deadlines...while requiring little supervision.
- Savvy with technology and digital channels.
- Calm under pressure and confident to speak your mind and stand behind our company's beliefs.
- A team player. We're a small company and everyone pitches in to get the job done.

HOW TO APPLY

To apply for this Charlottesville-based position, please send your resume and a thoughtful cover letter to info@nestrealty.com. Or better yet, be creative and send us whatever you want to show us that you're awesome and that you're the right person for this position.

Compensation is commensurate with experience. There are opportunities to earn bonuses based on certain company performance metrics. Medical coverage (health and dental) included. And, yes, we've got a 401K plan, too.

This is a full-time job and will occasionally require some responsibilities after 'normal' business hours. (Are there normal business hours anymore?) Confidentiality is ensured. We can't wait to hear from you!

