

Client (Customer) Experience Officer

Strata Sense is looking for someone just like you; a friendly, professional, and confident first point of contact for our clients and stakeholders. We're passionate about delivering service that truly goes above and beyond. At Strata Sense, we exceed expectations, support thriving communities, and create a workplace where we share knowledge, live our values, and genuinely enjoy working together.

About the Role

The Client Experience Officer role is perfect for someone who loves solving problems, building relationships, and making every interaction feel seamless and positive. If you are looking for the perfect role to begin your career in Strata, this is it!

What You'll Do

- Be the go-to person for clients, suppliers, and building managers, handling queries and requests with speed, professionalism, and a personal touch.
- Build meaningful relationships and a reputation for delivering real value by addressing client concerns proactively and effectively.
- Take complex financial information and client accounts and make them easy to understand, boosting client confidence with your clear explanations.
- Support our Strata Management team with admin tasks, including preparing documents, managing correspondence, and processing applications.
- Keep our records flawless ensuring all client notes, building details, and supplier information are securely stored and always up to date.
- Work closely with the Accounts Team to process invoices accurately and collaborate with suppliers to ensure everything checks out.
- Track patterns in recurring issues to help the team implement long-term, impactful solutions.

What You'll Bring

- A minimum of two years' experience in a customer service position, with demonstrated ability to build strong relationships and a track record of consistently exceeding expectations.
- Exceptional communication skills, with the capability to convey complex information clearly and effectively.
- Strong attention to detail and excellent organisational abilities, enabling you to manage multiple tasks and priorities with confidence.
- A proactive, solutions-oriented approach, with the initiative to identify issues early and follow through with effective resolutions.
- A positive, professional attitude and a genuine commitment to delivering outstanding experiences for clients and stakeholders.

Why You'll Enjoy Being Part of our Strata Sense Team

- **Opportunities for Growth:** Join a rapidly scaling company where your development is a priority and there's plenty of room to advance your career.
- **A Supportive, High-Performing Team:** Be part of a collaborative, energetic group that celebrates success and is committed to delivering excellence in everything we do.
- **Meaningful, Impactful Work:** Contribute directly to creating exceptional experiences across premium residential and commercial developments.

Ready to Take the Next Step?

If this sounds like a role you've been looking for, we'd love to hear from you. Send your resume and a short cover letter to careers@stratasense.com.au

Let's start a conversation about how you can make a meaningful impact at Strata Sense.

Grow your career with us and help shape the future of strata management.