

JOB TITLE: After Care Coordinator**POSITION REPORTS TO:** Head of Customer Experience**Company Overview:**

Nordic Homeworx is a leading flooring company that provides premium flooring solutions to a diverse clientele, including residential homeowners, commercial clients, designers, architects, fit-out contractors, and developers. Our commitment to excellence, innovation, and exceptional customer service drives our success.

Position Overview:

We are looking for a motivated Aftercare Coordinator who will be responsible for ensuring seamless customer interactions and optimizing satisfaction levels. The Aftercare Coordinator will play a crucial role in gathering feedback, addressing inquiries and concerns, and fostering positive relationships with our clientele. This position requires strong communication skills, attention to detail, and a genuine passion for enhancing the customer journey.

Key Responsibilities:**After-sales**

- Sell and offer aftercare maintenance products.
- Generate sales leads on a day-to-day basis via phone, mail, and person to person.
- Handle requests with friendly and knowledgeable service and support. This can be done through any platform in a well-managed and communicated in a professional manner.
- Managed high-volume queries of snags, repair & maintenance coming from clients, sales and operations simultaneously through effective multitasking.
- Set appointments with field teams to do site assessments and aftercare jobs and oversee Repair & Maintenance schedule.
- Prepare proposals based on the site assessment.
- Inform existing clients of the maintenance works provided by Nordic Homeworx.

Customer Excellence

- Record information about inquiries and complaints within the internal database.
- Work with call handling technology to respond to increased customers within target timeframes.
- Maintain excellent client satisfaction by providing in-depth support.
- Resolve customer complaints following the agreed guidelines and refer complex inquiries to team leaders.
- Share findings with Operations and Sales.

- Update and maintain data in CRM i.e. Daylite.

WHY JOIN US?

If you are an organized and detail-oriented individual who thrives in a supportive role within a sales/ After Care team, we encourage you to apply by submitting your resume and a cover letter outlining your relevant experience and qualifications to careers@nordichomeworx.com.