



Client Experience Officer

At Strata Sense, we're redefining what exceptional service looks like in strata management. As a rapidly growing, dynamic company, we specialize in managing premium, large-scale residential & commercial developments, supporting strata committees and homeowners with professionalism and care.

Our mission?

To create an extraordinary client experience while cultivating a workplace where innovation, collaboration, and fun thrive.

We're not your average strata management business. At Strata Sense, you'll find a hybrid work environment, exciting growth opportunities, and a team that's as values driven as it is ambitious.

About the Role

As a Client Experience Officer, you'll be the friendly, professional face of Strata Sense—the first point of contact for our clients and stakeholders. This role is perfect for someone who loves solving problems, building relationships, and making every interaction feel seamless and positive.

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.

Here's what you'll bring to the table:

- At least 2 years of experience in a customer service role, with a knack for building relationships and a reputation for going above and beyond.
- Stellar communication skills—you know how to explain complex ideas in a way that clicks.
- A sharp eye for detail and the organizational skills to juggle multiple priorities.
- A proactive, solutions-focused mindset—you don't just spot problems, you solve them.
- A positive attitude and a genuine enthusiasm for creating amazing experiences.



STRATA SENSE

Why You'll Love Working with Us:

- Hybrid flexibility: Work both from home and in our vibrant office environment.
- Growth opportunities: Be part of a company that's scaling rapidly, with plenty of room to grow your career.
- Team culture: Join a fun, collaborative team that celebrates wins and thrives on delivering excellence.
- Impactful work: Play a key role in creating great experiences for premium residential & commercial developments.

Ready to Join the Fun?

If this sounds like your dream role, we'd love to hear from you. Send your resume and a short cover letter to jane.escobar@stratasense.com.au and let's chat about how you can make a difference at Strata Sense.

Come grow with us and help shape the future of strata management!