


## Customer Experience Officer

Strata Sense Pty Limited  [View all jobs](#)

 Surry Hills, Sydney NSW

 Client & Sales Administration (Administration & Office Support)

 Full time

 \$68,000 – \$72,000 per year

Strata Sense's mission is to bring first-class, professional service standards to strata management. We are a fast-paced, entrepreneurial and innovative strata management company with a strong track record of developing and retaining industry talent.

We specialise in the management, guidance and support of premium and large developments, their strata committees and their owners.

The primary purpose of the Client Experience Officer is to:

- Act as the first point of contact for a wide range of our stakeholders, including clients, suppliers and building managers and be responsible for resolving queries and requests promptly, with the goal to resolve as many as possible during first contact.
- Build and develop strong relationships and a reputation for adding value by proactively addressing any concerns or requests with professionalism and efficiency.
- Ensure complex financial information and our client's individual accounts are explained to them in a manner that ensures understanding and confidence.

- Provide administrative support to the Strata Management team, including document preparation, issuing compliance letters, and processing applications.
- Assist with legislative and by-law compliance by preparing and distributing relevant documentation and addressing basic queries related to strata laws and regulations.
- Ensure all strata management documentation and records including client contact notes, building details and supplier information are stored securely and in a timely manner.
- Work closely with the Accounts Team to ensure all invoices are correctly and accurately processed and liaise with suppliers to independently verify financial accuracy.
- Follow up on open issues to ensure they are resolved in a timely manner, maintaining communication with the client and any other stakeholders until the matter is closed.
- Record and track issues to identify patterns and help the Strata Management Team implement long-term solutions.

We are looking for an exceptional candidate who already has 2 or more years experience in a customer service role and a track record for excellence. As clear communication forms a major part of the role, only applications with a well-written cover letter will be considered. Please apply by submitting your resume and cover letter through the form on our website [Careers](#) page.