

Home Manager Coordinator Job Description

Scottsdale, AZ 85251

Aperture Home Management, a provider of premier household management, maintenance, and repair services, is currently seeking highly responsible, detail driven, ambitious, high energy individuals for the position of Client Manager Coordinator. The exemplary Candidate will pride themselves in contributing to the mission of Aperture Home Management of bringing traditional high standards of integrity, transparency, and accountability back to the home services industry and showing Clients our continuous commitment in always working toward these high standards.

Primary Responsibilities:

- Supervise, direct, and assist Home Managers throughout their shift to ensure day to day operations run smoothly.
- Utilizing electronic monitoring and tracking technology installed in company vehicles and worn by Home Managers, ensure accurate Home Manager scheduling and efficient time management throughout an entire shift.
- Coordinate closely with Client Account Managers throughout entire shift to continually ensure revisions to daily Home Manager schedules and routing is integrated smoothly to prevent schedule overages.
- Utilize a Client Property Database to monitor uploaded real time maintenance and repair data entered by Home Managers into the main company database.
- Initiate service provider scheduling and procurement of components for property repairs.
- Ensure Home Managers obtain proper tool and equipment for inspections and handyman tasks at the beginning of shift and share responsibility with Home Manager that all items are returned and documented through electronic monitoring
- Coordinating with Home Manager, ensure electronic monitoring devices are installed in proper placement at Client property prior to scheduled service provider activity and ensure body worn monitoring devices are utilized by service providers while on Client property and returned upon departure.
- Stay current with individual continuing education requirements to attain set company advancement goals

Job Requirements:

- College degree or at least two full years of college credit highly preferred
- Must have strong computer skills, also a very high proficiency in Microsoft Excel and database operations (Will be tested prior to employment).
- Outgoing, upbeat, and positive personality, with strong communication, reasoning, and customer service skills highly preferred.
- Must be a Permanent Resident, Naturalized Citizen, US Citizen, or have a valid work permit for employment within the United States.
- Must be able to read, write, and converse fluently in the English language
- Undergo a complete background check, including completion of an FBI fingerprint and criminal background check
- Willing and able to travel by airline nationwide to assist in operations at other branch locations.
- Attentive focus, determination, and stamina to work an entire shift where your work schedule will be pre-planned and nonstop except for scheduled breaks.
- Agree to active electronic monitoring taking place throughout your entire scheduled shift.
- Previous construction, home services, or residential maintenance experience is a strong plus.

Salary and Benefits:

- Hourly pay rate of \$20 per hour during 60-day probationary period
- Salary pay rate of \$48,000 annually after successful 60-day probationary period
- Sick and Vacation accrual begins after 90 days
- 401K available after 6 months
- Positive environment for career advancement