

WE'RE LOOKING FOR AN EXTRAORDINARY RESIDENT EXPERIENCE SPECIALIST (CONTRACT)

ARE YOU...

Passionate about real estate and creating extraordinary experiences for both homeowners and prospective residents? Do you thrive when every day looks a little different - balancing front-of-house hospitality with behind-the-scenes administration, and loving every minute of it? Are you a natural multi-tasker with an eye for detail, a talent for organization, and a genuine desire to be at the heart of the resident journey, from first tour to move in and beyond? If so, you might be the perfect fit for our Resident Experience Specialist (18-Month Contract) role!

YOU BRING...

A warm presence and a sharp eye for detail. You're a self-starter and an admin wizard who takes pride in keeping every space - from our Kerrisdale leasing office to our display homes - looking pristine and polished. Equally at home delivering front-of-house hospitality and coordinating behind-the-scenes logistics, you're a versatile team player who approaches every task with professionalism, positivity, and a whole lot of enthusiasm. You embrace variety, love a checklist, and thrive knowing that no two days are quite the same.

WE'D LIKE YOU TO HAVE...

- 3-5 years of experience in a customer service, hospitality, real estate, leasing, or property operations role
- Experience coordinating display homes, leasing offices, home orientations, or project marketing initiatives (an asset)
- Strong organizational skills, a proactive solutions-focused mindset, and the ability to manage multiple priorities across Sales, Leasing, Homeowner Care, and Marketing teams
- Familiarity with CRM systems and homeowner/renter management processes
- Proficiency with Microsoft 365 and comfort with basic AV/technology setup
- Excellent verbal and written communication skills, a warm and professional approach to customer service, and the ability to build positive relationships with homeowners, prospective residents, and Realtors
- Knowledge of the closing process, move-ins, and key handovers (an asset)
- The hours may vary - but you'll be available to work some evenings as needed, and be on-site two days per week, including Saturdays, at our Kerrisdale leasing office (the remainder of the week will be based at our downtown Vancouver office)
- A good sense of humour!

We know this is a long list. If you don't quite check all the boxes, but you do have a can-do attitude and enthusiasm by the bucket load, we would encourage you to apply.

OUR VALUES



Respectful
Integrity



Creative
Improvement



Caring For
Others



Collaboration



Results Through
Effort

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A DAY IN THE LIFE

As a Resident Experience Specialist, you are a key ambassador of the Intracorp brand and an integral part of the resident journey.

Some days, you'll head to our Kerrisdale leasing office, ready to open the doors, ensure every corner is pristine, and welcome prospective residents with warmth and energy. You'll coordinate tours, appointments, and move-ins, supporting renters with care and clarity at every step. Other days, you'll be downtown, collaborating with our Sales, Marketing, and Homeowner Care teams - supporting closings, coordinating display homes and resident experience events, and ensuring every homeowner milestone, from orientation to key handover, is handled with intention.

Behind the scenes, you'll keep everything running smoothly - managing schedules, documentation, CRM records, and communications with the same attention to detail you bring to every in-person interaction. Whether you're preparing an amenity space for a first showing or fine-tuning the logistics of an upcoming event, your work is varied and engaging.

You will:

- Greet and register every visitor with warmth and professionalism, and share details about building features, amenities, pricing, and neighbourhood highlights
- Maintain pristine leasing office and display home environments - scheduling cleaning, repairs, and deliveries to keep all spaces show-ready at all times
- Manage the daily appointment calendar and ensure tours and homeowner orientations run seamlessly
- Support homeowner key handovers, closings, and move-in activities in collaboration with the Sales, Leasing, Marketing, and Homeowner Care teams
- Prepare and send homeowner communications, closing letters, welcome materials, and tour packages
- Guide prospective residents through online applications and confirm required documentation is complete
- Maintain accurate CRM records in line with privacy and data-protection protocols, ensuring timely communication across teams
- Track traffic, appointments, applications, and support reporting as required
- Manage supplies, inventory, logistics, and marketing materials for display homes, leasing offices, and homeowner events.
- Support open houses and resident events, engaging with both current and prospective residents

OUR CULTURE

Our diversity enables our creativity. It is our differences that help us to make better choices, innovate and deliver extraordinary results. Our culture is built upon inclusivity: we respect every team member's strengths, views and experiences. We're invested in your growth and offer much more than the typical job. With us, you'll not only build extraordinary homes, but an extraordinary career. It doesn't matter your position - once you're part of the Intracorp team we are dedicated to supporting you to succeed.

Intracorp Homes supports equal employment opportunity. We celebrate diversity and do not discriminate based on race, gender identity or expression, sexual orientation, age, disability status, or any other protected characteristics. We take pride in fostering an inclusive workplace where our team excel based on their merit and ability.

OUR COMPANY

Intracorp Homes has been building the extraordinary for 50 years. We are a sophisticated, full-service urban real estate company with collaborative teams and in-house expertise in acquisitions, design, city approvals, debt and equity financing, construction, marketing, and sales. We strive to enhance the lives of our homeowners and add to the fabric of the existing communities in which we build.