

The logo for REIF (Real Estate Investment Finance) is displayed in large, bold, white capital letters. A vertical line is positioned to the right of the letters 'E' and 'I'.

REAL ESTATE  
INVESTMENT  
FINANCE

## CLIENT CARE SPECIALIST

**Title:** Client Care Specialist Job Advertisement  
**Document ID:** 06.HRR.TE.00090.N\_CCS Advertisement  
**Revision:** 16 December 2021

*We are in the business of helping others achieve and making dreams come true.*

*We are seeking you, yes you, to come and be a part of changing lives and seeing those dreams become reality.*

### **About Us**

[www.reif.com.au](http://www.reif.com.au)

Real Estate Investment Finance is an established finance and property group helping others achieve the dream of owning and building wealth through property.

We consist of a specialised team nationally who assist clients from First Homeowners to Savvy Investors with our head office and operations team situated in the Western Suburbs of Brisbane.

As a collaborative team, we work together to guide all clients through their journey and continue to support our clients thereafter. As our team has grown and our client base has grown, this is why we are looking for you!

When you join our operations team, you will see no two days are alike, the team has fun and let's you show up as your own individual self, you will have a voice to ignite change and you will have open doors to your own development and growth.

Whilst we work hard to make it happen, we also take time to recognise the team and have fun with monthly team events and social occasions.

Our passion for our clients and our industry has also proven successful with the team achieving on all levels and receiving national recognition for doing so.

Our achievements over the last 2 years:

- AMA Australian Brokerage of the year – Diversification

- AMA Young gun of the Year
- Australian Small Business Champion – Business of the decade
- Australian Small Business Champion – Entrepreneur of the year
- Australian Small Business Champion – Growth award
- Better Business Awards – Best Independent Office
- Better Business Awards – Newcomer of the year x 2
- National Mortgage Brokers – Top 11 Brokerages Nationally
- Better Business Awards - Wellness Advocate of the Year
- Better Business Awards - Best Branded Office
- Better Business Awards - Best Customer Service
- Better Business Awards - Best Finance Broker
- Better Business Awards - Mentor of the Year
- Women in Finance - Executive Assistant of the Year
- The CEO Magazine – Executive Assistant of the Year
- AFR - Best Places to Work

### ***About the role***

- You get to connect with our amazing clients and support them in our aftercare program that enables them to feel loved and nurtured.
- When a client settles on their finance lending or when their home is built, you get to do the shopping and buy them the congratulations gift.
- Checking in with our clients after they settle, or their home is handed over marks the occasion when we seek their feedback and ask how their journey went with us.
- When you connect with our clients, they will need to undertake financial reviews with our Finance and Property Specialists, and you will be the one who makes that happen.
- Working with client data and keeping it up to date in our interactive CRM so we keep well abreast to continue to support our clients' journeys.
- Being a holistic end to end trusted partner, you will engage with the clients to support them with their financial planning, accounting, property management and other finance and property needs within our network.
- You get to create systems and processes to best support efficiency and optimum client experience
- And of course, we all lend a hand in the team, so ad hoc duties as required within the scope of your role and abilities

### ***About you***

- Excellent verbal and written communication skills
- Impeccable approach to Customer Service
- Attention to detail and punctuality
- Exceptional presentation skills, determination, and the drive to exceed client's expectations and business performance requirements.
- A demonstrated ability to meeting targets and KPIs
- Call centre experience advantageous but not essential
- Genuine enjoyment in talking to clients and helping people
- An open mind with a flexible attitude – we are always improving, and we value your input

***We provide the following support***

- Training and development
- A support of team members
- The option for career growth
- A positive and fun work environment
- No 2 days the same
- Leadership that believes in you and support you
- A team that welcomes you to the REIF Family

If you are an outgoing, and caring individual who is looking for a dynamic and engaging work environment where you can make a real difference, then we would love to meet you!

Located in our head office in the western suburbs, this is a Full-Time Position.

For a confidential interview to discuss this opportunity further, please email your CV and cover letter to:

- Email [recruitment@reif.com.au](mailto:recruitment@reif.com.au) or apply through Seek  
*(No Phone calls direct to the company for any recruitment matters)*