



Client Care Coordinator

Full-Time | Weekend-Focused Role

About Structure Tech Home Inspections

Structure Tech has been raising the bar for home inspections since 1987. We're a family-owned, Twin Cities-based company known for delivering the most thorough, accurate, and technologically advanced inspections in the Midwest. We don't just inspect homes; we give buyers, homeowners, and real estate agents a clear understanding of a property so they can make confident, informed decisions.

Our work is guided by our core values: education, integrity, humility, adaptability, consistency, and passion. We treat clients, agents, and coworkers like family, and we hold ourselves to the same standards we would expect for our own loved ones.

Joining Structure Tech means being part of a team that values people, clear processes, and high-quality service. If you are detail-oriented, reliable, and enjoy helping people feel supported, you will fit in well here.

Reports To

Operations Manager

Position Summary

The Client Care Coordinator (CCC) plays a key role in supporting clients, real estate agents, and inspectors by managing inspection scheduling and providing clear, timely communication. This role also supports broader business needs, including agent outreach, social media activity, and operational support.

Work Location

Remote, work-from-home position. The candidate lives in the Twin Cities area and is available for occasional in-person training or meetings.

Hours

This is a weekend-focused, full-time role with the following schedule:

- Friday through Monday: 8:00 am to 5:00 pm
- One floating weekday (Tuesday, Wednesday, or Thursday) based on team needs and availability

Flexibility is important, as this role helps provide coverage during busy periods and when team members are out.

Key Responsibilities

- Schedule home inspections and ancillary services accurately and efficiently
- Answer incoming calls and emails from clients and agents with professionalism and warmth
- Provide clear, accurate information about services, pricing, scheduling, and inspector availability
- Serve as the primary point of contact for inspectors during weekend hours
- Troubleshoot scheduling conflicts while balancing client needs and operational priorities
- Maintain accurate schedules, notes, and documentation
- Follow established operating procedures and provide feedback or suggestions for process improvements
- Manage a steady volume of phone calls and emails with strong prioritization skills
- Escalate urgent or time-sensitive issues to the appropriate team members
- Assist with additional operational tasks as needed to support the team
- Assist with social media activities and online engagement as directed

Required Qualifications

- Experience in customer service, scheduling, or a fast-paced support role
- Strong verbal and written communication skills
- High attention to detail and commitment to accuracy
- Comfortable learning and using web-based systems and technology
- Reliable, self-directed, and able to work independently
- Strong organizational skills with the ability to stay calm under pressure
- Sound judgment and problem-solving abilities
- Basic understanding of the real estate or home inspection industry, or willingness to learn quickly

Preferred Qualifications

- Prior experience with scheduling platforms or CRM systems
- Experience handling high call or email volume
- Familiarity with real estate and home inspection workflows

Compensation

Annual salary range: \$43,000 to \$50,000, based on experience

Eligible for **quarterly performance-based bonuses**

This role offers a stable schedule, meaningful responsibility, and the opportunity to grow within a well-established and respected company.

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