



Client Care Coordinator

Part-Time Weekend Position

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 anchored by our core values: education, integrity, humility, adaptability, consistency, and passion. We never stop learning or teaching. Every inspection, every report, and every phone call reflects our commitment to clarity and doing what's right.

We treat clients, agents, and coworkers like family. Our guiding question isn't "Should we do this?" It's "Would we do this for our own loved ones?" That mindset shows up in our communication, our service, and the way we show up for each other.

Joining Structure Tech means being part of a team that values people, process, and professionalism. If you care about details, reliability, and helping clients feel supported, you'll fit right in.

Reports To

Operations Manager

Position Summary

The Client Care Coordinator is responsible for accurately scheduling inspections and supporting clients, agents, and inspectors with timely, high-quality communication. This role requires strong judgment, excellent attention to detail, and the ability to manage fast-paced scheduling needs. This position is fully remote but may occasionally require in-office training or meetings.

Work Location

This is a remote, work-from-home position. However, because our team and operations are based in the Twin Cities, the ideal candidate lives in Minnesota and is available for occasional in-office training, meetings, or team events.

Hours

Saturday 8:00 am to 3:00 pm
Sunday 12:00 pm to 5:00 pm

Key Responsibilities

- Schedule home inspections and add-on services
- 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 and make decisions that support both client needs and company operations
- Maintain accurate schedules, notes, and documentation
- Follow established SOPs and raise suggestions when processes can be improved
- Manage steady phone and email activity with strong prioritization
- Notify the appropriate team members of any urgent or time-sensitive issues

Training & Availability Requirements (Mandatory)

For the first three weeks of employment, this role requires **a minimum of 20 hours per week dedicated to training**. Availability during these times is mandatory and must be consistent.

Training hours include:

- **5 hours on Saturdays**
- **10–15 hours during the week between 8:00am and 4:00pm (Monday through Friday)**

Candidates must be able to commit to this training schedule in full before moving into independent weekend coverage.

Required Qualifications

- Experience in customer service or scheduling in a fast-paced environment
- Excellent verbal and written communication
- High attention to detail with a strong commitment to accuracy
- Tech-savvy and comfortable learning web-based systems
- Reliable, self-directed, and able to work independently during scheduled hours
- Strong organizational skills and the ability to stay calm and clear-headed under pressure
- Good judgment and problem-solving skills
- Basic understanding of the real estate or home services industry, or willingness to learn quickly

Preferred Qualifications

- Prior experience with scheduling platforms or CRM systems

- Experience handling high-volume phone calls
- Familiarity with real estate or inspection workflows

Compensation

This role pays \$21 per hour

Weekend Client Care Coordinators are also eligible for **quarterly bonuses** based on individual performance.

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