



Experience Leader/Closing Coordinator - Job Description

Company Summary:

Onyx+East is a residential developer/homebuilder that delivers well-crafted and designed homes to clients. We focus on building in walkable, lasting locations ensuring each property provides comfort, livability, convenience, viability, and practicality. We treat every home as a piece of art. We are committed to serving our customers through offering a quality project, maintaining transparent communication, and encouraging a relationship and exceptional experience, rather than a mere transaction. We are thinkers. We are visionaries. We are envelope pushers. We work towards ensuring our residents live with a sense of comfort, community, and sustainability.

Job Summary:

The Experience Leader is responsible for guiding new home purchasers through the settlement process while coordinating all aspects of the settlement process, new owner orientation, warranty turnover and move in process. The Experience Leader serves as point of contact for all parties to the transaction including homebuyer, mortgage company, title company, realtor, accounting and other areas within the title and settlement process. This position will ensure the smooth turnover process occurs for the purchaser by coordinating with the relevant Onyx+East departments as well as other utility, property management, and association team members.

Key Job Duties and Responsibilities:

Customer Experience

The Experience Leader will serve as the primary point of contact for Customers from the contract signing through the Closing. They will ensure Customers receive excellent service throughout the entirety of the home buying and ownership process.

- Manages the “design-build-close” experience for Onyx+East with the goal of ensuring a unique and enjoyable build experience and differentiating Onyx+East from competitors in the market.
- Lead all aspects of the home closing process including coordinating with all home buyers, construction team, lenders, and realtors. Maintain a current knowledge of the processes and forms required as part of the closing process.
- Interface with title companies, order title work and transmit appropriate paperwork to title companies as well as schedule the closings.
- Serve as liaison for customers between sales, design center, and construction teams.
- Collaborate with all areas of O+E including accounting, construction, marketing with respect to customer selections, changes, options with respect to closing process, closing statements, the move in process and warranty.
- Work closely with the warranty team and schedule walk-throughs or meetings with new home buyers. Handle the paperwork for the new home warranties.
- Understand and communicate the basics of the construction process, HOA fees, contracts, walk-through, warranties, etc. necessary to ensure and excellent client experience.

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- Communicate the comprehensive procedure of building and buying with O+E, including: the loan and closing process, visiting the home site during construction and customer questions during construction, move-in procedures, and the warranty process.
- Maintain and develop various reports related to closings, costs, Realtors, and commissions.
- Assist in development of purchase agreements, bylaws, and HOA declarations.
- Obtain signatures from appropriate parties of the transaction, notarize when required.
- Maintain records and documents related to closings and purchase agreements.
- Completes project tracking report tracking projects from start of construction through homeowner closings.
- Manages external Customer Survey process; monitors findings; reports areas of concern to proper department leader for follow up and resolution; tracks results over time to ensure improvement in this key metric.
- Other duties as assigned.

Experience and Skill Requirements:

- Minimum of three years of experience in homebuilding, banking, real estate, or title work.
- Bachelor's Degree in Business-related field preferred.
- Licensed notary preferred.
- Strong customer service and communication skills.
- Attention to detail and organization.

Reports to: Director of Sales