



Customer Service Officer

About Us

BackHome is a tech-driven real estate consultancy where we help online property searchers from all over the world rent/buy their desired property through our carefully sourced database of properties in Hong Kong. We believe the store-front property agency industry is declining and with a growing amount of property searchers looking online, the future is to incorporate technology. Our goal is to combine technology into the traditional world of property in Hong Kong and more specifically to change the agency work is being carried.

BackHome is a Hong Kong early stage startup with a real estate focused founding team and investor portfolio. Our founding team is young, energetic, experienced in different segments of real estate industry. Having already raised our Pre-A round funding, our background in the real estate will bring us an edge when it comes to tackling the difficulties as an early stage startup.

Job Description

In a vibrant working environment, we have a young and active team where you get to interact with everyone on the team. We believe that every one of our team members can influence our company in different ways and our goal at BackHome is to empower each other to grow as a team and as a company.

We want you to grow rapidly as a team and join the journey to transform the real estate agency industry. This would be a great opportunity for both fresh graduates and experienced real estate-lovers to become a part of the game changer.

We want a Customer Service Officer!

Key roles:

- Take care of various property related services request.
- Ensure and enhance the accuracy of the property information in the system.
- General administrative support.

Requirements:

- 0-5 years of relevant work experience (Fresh grads is welcomed) in Real Estate, developers, property consultancies, property agencies and experience in sales managing a large network of clients.
- Client-oriented mindset.

- Interests in the real estate industry.
- Good English and Chinese communication skills through different media such as email, phone, and Whatsapp.
- Proficient in computer skills (MS Office).

Benefit:

- Exposure to the leading Tech platform in the market
- Experience the real start-up culture
- Friendly and multi-cultural work environment

Application Method:

Do you like the job? If yes, please go ahead to send your CV to patrick@backhome.hk and contact@backhome.hk as soon as possible.

We are waiting for you! There is no deadline.



Digital Marketing Officer

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We want a digital marketing officer! The successful candidate will be the first full-time marketing member hired, direct reporting to the director. Your primary role will be to attract online property searcher through different platforms.

Key roles:

- In charge of SEO & SEM marketing for BackHome website.
- Analyze website performance, synthesize user feedback and advocate improvements.
- Identify opportunities and represent the voice of the market by conducting industry research, including deep quantitative and competitive analysis.

Benefits in BackHome:

- Flexible working hours
- Work with young and energetic team with a strong startup culture
- Tech-focused company structure drive you to be part of the game changer

Requirements:

- 1-5 years of relevant work experience (Fresh grads will be considered) in Marketing, especially in real estate, developers, property consultancies, property agencies and experience in online platform.
- Self-motivation is the key to work in a startup.
- Knowledge or interests in the real estate industry. (Have to be passionate about what you do!)

Application Method:

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Property Consultant (Real Estate Agent)

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We want a property consultant! Your primary role will be to convert legitimate leads to potential sales and rental deals with BackHome. You will also be responsible for driving our company's core revenue stream which requires you to be extremely socially confident, motivated and self-driven.

Key roles:

- Work closely with our accounts and customer services team to deliver ever-improving overall company performance and deals conversion.
- Adapt to BackHome's sales funneling
- Communicate with our clients and build up rapport at the same time.
- Fulfill and exceed personal monthly targets and the same as a team.

Agent's Benefit in BackHome:

- Base salary plus 20%-35% high commission / 50% on everything
- Monthly commission review

- BackHome brings you leads through our lead filtering system (On average 20 legit leads per month)
- Strong startup culture
- Tech-focused company structure drive you to be part of the game changer

Requirements:

- 1-5 years of relevant work experience (Fresh grads will be considered) in Real Estate, developers, property consultancies, property agencies and experience in sales managing a large network of clients.
- Discipline is key as the job requires a lot of time out of office meeting clients and viewings.
- Knowledge and interests in the real estate industry. (Have to be passionate about what you do!)
- Great communication skills both through different media such as face-to-face, email, phone, and Whatsapp.

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Software Engineer

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We want a software engineer!

Key roles:

- Contributing to the strategy, roadmap and architecture of BackHome's technology platforms
- Mapping requirements to technical designs, articulating solution risks and barriers, recommending project approaches
- Prototyping and evaluating new technologies and tools
- Developing, testing and implementing solutions across multiple disciplines (front-end, back-end, interfaces, analytics)

- Diagnosing issues arising in existing solutions and taking the necessary actions to resolve them
- Directing and supporting resources to develop new functionality and features

Benefits in BackHome:

- Flexible working hours
- Work with a young and energetic team with a strong startup culture
- Tech-focused company structure drive you to be part of the game changer

Requirements:

- Bachelor of Science degree in CS, EE (or equivalent background knowledge)
- A passion for building things, including working in a fast-paced environment and hands-on design and development
- Experience with Python (or other high-level scripting language (S))

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