

Apply by sending an email with your resume to customercare@nautilusbath.ca

Example Email Heading: FirstName LastName – Business Operations Manager Application

Jacuzzi Bath Remodel Business Operations Manager

As the exclusive Jacuzzi® dealer in Southern Ontario, Nautilus Bath Remodel delivers one-day bath-to-shower conversions using premium products and a world-class customer experience. We are looking for a highly organized, proactive, and tech-savvy Manager to oversee the day-to-day coordination of customer service, scheduling, permit management, and CRM operations.

Role Overview:

- **Customer & Office Coordination:** Manage incoming leads and assign appointments in CRM. Answer all inbound phone calls and emails related to sales, service, financing, and general inquiries. Coordinate and confirm in-home design consultations with homeowners and designers. Track and follow up on customer financing applications with lender partners. Issue customer invoices and manage accounts receivable workflow. Provide administrative support to management and field staff.
- **Scheduling & Service:** Schedule install dates, service calls, and post-install inspections with customers and install crews. Monitor install calendar for conflicts, delays, or rescheduling. Coordinate internal communication.
- **Permit Management:** Prepare and submit municipal building permit applications. Schedule inspections and track open permits until fully closed. Maintain accurate permit records for reporting.
- **CRM Management:** Maintain CRM system with accurate customer records, statuses, and notes. Run reports and support management with sales and operations insights. Implement improvements to workflows and automation.

Estimated Compensation: Full-Time (*Est. CAD\$65-\$80k/year**)

Who We're Looking For: 3+ years in operations, administrative management, or construction office coordination. Familiarity with home renovation permitting processes in Ontario is strongly preferred. Experience managing CRM platforms, customer billing, or scheduling systems. Polished phone and email communication skills. Confident using Microsoft Office.

Nautilus Bath Remodel is an equal opportunity employer. We value diversity, inclusion, and respect for all team members. Accommodations are available upon request throughout the hiring process.

** Salary depends on hours and performance*