



Modern Thinking. Timeless Values.™

NEW HOME WARRANTY CARE COORDINATOR, LOW RISE

Change *Your Career* for the Better.

We are currently looking for a New Home Warranty Care Coordinator to join our Reid's Heritage Homes (RHH) Residential Low-Rise team in Cambridge, ON.

Reporting to the New Home Warranty Care Manager, the New Home Warranty Care Coordinator, Low Rise is responsible for the day to day administrative functions of the New Home Warranty Care Department at our head office location. The New Home Warranty Care Coordinator is responsible for maintaining accurate service records to ensure timely and appropriate customer service delivery and customer satisfaction.

As part of your duties and responsibilities as a New Home Warranty Care Coordinator, you will:

- Office administration duties, including organizing incoming and outgoing paperwork, general filing, and document handling
- Maintain and update Warranty Care database, and issue appropriate paperwork as required
- Schedule and complete common elements inspections, and create and distribute deficiency lists
- Create, monitor and maintain work orders/reports
- Review and record all service requests to ensure accurate information is available for trades, site staff, management and homeowners alike
- Exceptional communication skills aimed at understanding homeowner's special requests and ensuring that they are met in a prompt and efficient manner
- Engage homeowners in conversation and offer productive solutions to ensure that they are satisfied with the service and return for more
- Assist the Customer Experience Manager, along with the New Home Warranty Care Manager to analyze market trends to decipher how the competition is faring and provide correlating reports to the Vice President of Construction
- Coordinate with trade partners and on-site service team to ensure that customers are well informed
- Follow all service targets as set by management to ensure timely completion of service requests
- Maintain Tarion information on the Builder portal including, but not limited to, enrollments, Performance Audits, Certificate of Completion and Possession Warranty Certificates (CCP's) and closing information
- Track Homeowner Orientation / Pre-Delivery Inspection, 30 days, year-end, second-year, seven-year warranties, and schedule with the PDI team as needed
- Work with Project Coordinator, Low Rise to prepare closing packages for homeowners to pick up when they get their keys
- Answer all phone calls and emails directed to the warranty care department and deal with them as possible or provide detailed information to forward on to the appropriate individual
- Handle the initial escalation of concerns and try to bring them to a resolution and bring to the attention of the New Home Warranty Care Manager
- Develop and maintain an effective working relationship with all in office and site personnel as required
- Follow all Authorities Having Jurisdiction, Tarion and Reid's Heritage Group of Companies (RHG) policies as they pertain to health and safety
- Assist with quality control inspections when required
- Assist with home owner orientations (PDI's), when required

The New Home Warranty Care Coordinator we seek will have the following:

- Commitment to our organization's progressive culture, including our company Core Values
- Minimum of 3+ years of new home construction, Warranty/Customer Care experience.
- A strong working knowledge of Newstar Enterprise software, Tarion Builder Link and Microsoft Office applications.
- Excellent verbal and written communication skills and well-versed in coordinating efforts between different departments to ensure seamless and prompt delivery of customer services.
- An understanding of the Tarion Construction Performance Guidelines and how it pertains to the Tarion 1, 2, and 7 year warranties.
- Strong organizational and time management skills to be able to prioritize and multitask to achieve positive results.
- You must have the ability to use common sense and sound judgement to come to decisions on many different situations as needed.
- A general working knowledge and understanding of residential construction for Low Rise projects.
- Excellent interpersonal and customer relations skills with a strong demonstrated track record of maintaining positive working relationships with colleagues and customers
- Works well under pressure with impeccable attention to detail
- Maintain up-to-date training certificates (ie. WHMIS, Working at Heights) to ensure compliance with OHSA
- Proven capacity for acquiring new learning
- Motivation, integrity, inquisitiveness and positive attitude

If you have a lot to offer, we have a lot to give! Add your energy to ours and join the Reid's Heritage Homes team by submitting your cover letter and resume to hrinfo@heritagehomes.com, specifying the title of the position. For more information, visit www.reidsheritagehomes.com.

We thank all applicants in advance for their interest in this position; however, only those selected for an interview will be contacted.

