

# Director, Customer Care

## Position Overview

Reporting to the Vice President of Sales and Marketing, the Director of Customer Care is accountable for the entire Customer Care infrastructure. This role manages the full breath and scope of the Pre-Closing and PDI functions together with the 30 Day, 1 and 2 year service programs as per Tarion's requirements and timeframes. As our customers' Chief Advocate, the Director of Customer Care engages, motivates and coaches ANDRIN team members to ensure timely and appropriate customer service delivery.

## Primary Responsibilities

- Develops and implements effective customer service policies, processes and systems in concert with ANDRIN's customer service strategy and goals by closely collaborating with the Sales & Marketing and Construction teams.
- Able to function effectively in a service environment while balancing the needs of the company, customer base and available resources.
- In collaboration with Sales & Marketing, develops and deploys customer service material (Newsletters, Emailers, and Homeowner Manual etc.) in support of project workflows and processes to drive greater customer satisfaction.
- Sets service targets in conjunction with the Senior Management team and continually tracks analyzes and reports on performance.
- Handles the most complex customer issues and brings them to a resolution.
- Proactively identifies process improvements to increase service levels and the quality of current processes.
- Supervises the day-to-day operation of all assigned staff including the scheduling, assigning and reviewing of work. Authorizes and controls vacation and overtime requests.
- Conducts needs assessments and identifies training needs to meet demand.
- Develops and maintains effective working relationships with all internal and external stakeholders.
- Ensures relevant communications, records and information are recorded and updated.
- Familiarity with government regulation in the area of occupational health and safety.

## Skills and Qualifications

- Minimum 5+ years in the management of a customer service department at a strategic leadership level.
- Results oriented achiever with the ability to maintain composure during difficult and high pressure situations.
- Working knowledge and understanding of low rise residential construction.
- In depth and up to date knowledge and understanding of Tarion's regulations and requirements, including the Construction Performance Guidelines.
- Strong PC skills including familiarity with the Warranty Module and reporting in Newstar Enterprise.
- Strong organizational and time management capabilities to multi task and prioritize multiple projects.
- Ability to apply sound judgement to a variety of situations demonstrating tact, diplomacy and confidentiality.

## Location

This position is based at our office located in North York, Ontario. This role will involve travel to project sites located throughout the GTA and South Western Ontario.

## Does This Sound Like You?

If your knowledge and experience sounds like a good fit, we'd love to hear from you. Email your cover letter (including salary expectations) to [amarchildon@andrinhomes.com](mailto:amarchildon@andrinhomes.com). We thank all those interested in joining the ANDRIN team however only those under consideration will be contacted. No phone calls, please.

ANDRIN HOMES is committed to providing accessible employment practices that comply with the Ontario Human Rights Code and Accessibility for Ontarion's with Disabilities Act (AODA). Should you require any accommodation during the recruitment process, please let us know in your cover letter.