



Customer Care Coordinator

Position Overview

Reporting to the Director of Customer Care the Senior Customer Care Coordinator is responsible for the day to day administrative functions of the Customer Care Department at our head office location. This role manages the flow of communication for each home owner throughout the build process and keeps a full hands on approach during the Pre-Closing, PDI and Tarion Warranty timelines. Responsible for maintaining accurate service records to ensure timely and appropriate customer service delivery and customer satisfaction.

Primary Responsibilities

- Review and record all service requests to ensure accurate information is available for trades, site staff, management and Home owners alike
- Follow all service targets as set by management to ensure timely completion of service requests.
- Maintaining Tarion information on the Builder portal including, but not limited to, enrollments, CCP's and closing information.
- Correspondence with buyers regarding closing dates, PDI's and trade appointments as needed
- Coordinate the Pre Delivery Inspection schedule with the PDI team as needed.
- Prepare closing packages for home owners to be available upon key pick up.
- Answer all phone calls and emails directed to the customer 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 Director of Customer Care as needed.
- Develop and maintain an effective working relationship with all in office and site personnel as required
- Follow all government and/or Andrin policies as they pertain to health and safety.
- Any tasks as assigned by the Director of Customer Service or Senior Management as needed.

Skills and Qualifications

- Minimum of 3+ years in a new home construction Customer Care Department.
- A strong working knowledge of Newstar, Tarion Builder Link and Microsoft Office.
- 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 both low rise and high rise projects.

Location

This position is based at our office located in North York, Ontario. This role may involve travel to project sites located throughout the GTA and South Western Ontario from time to time and for short periods of time.

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 jtoland@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 Ontarian's with Disabilities Act (AODA). Should you require any accommodation during the recruitment process, please let us know in your cover letter.