



Homebuyer Customer Service Representative

At Claridge Homes, we are dedicated to quality and craftsmanship without compromise. Located in Ottawa, ON, we pride ourselves on providing a healthy, diverse, and balanced work environment. Working with a team of over 250 Full time employees, top contractors and professionals we have built more than 8,000 Tarion certified homes, 4,000 condominiums and several retirement homes totalling 500 suites. We have grown to become Ottawa's largest land developer because each project we strive to provide maximum value and customer satisfaction.

Based at one of our Low-Rise Construction sites and Head office, we are currently seeking a Full Time Homebuyer Customer Service Representative to join our Low-Rise Construction team.

OVERVIEW

Reporting to the Service Manager, the Homebuyer Customer Service Representative is an integral part of the customer experience by acting as a liaison, scheduling warranty and service works, advocating for the customer and solution finds for a variety of tasks. They will be responsible for managing client and subcontractor issues, contacting trades, dealing with purchasers by phone and email, data entry of client change requests, working closely with our onsite service technicians and inspectors.

Key Responsibilities and Accountabilities:

- Build relationships with customers as their first point of contact with warranty and service inquiries
- Schedule, update and ensure completion of service calls
- Coordinate with trades, building relationships and schedule work as needed
- Manage high amount of calls and emails
- Listen to concerns of homeowner and solution find within appropriate time limits
- Follow up on concerns to ensure they have been resolved
- Keep records of customer interactions, processing accounts and file documents
- Completes reports, and conducts analysis on recurrent service issues
- Works with internal Service Team to create efficiencies

Skills and Knowledge

- Excellent communication skills, ability to adapt to different personality types
- Enthusiastic when speaking with customers
- High degree of professionalism
- Demonstrated ability to preserve relationships while having difficult conversations
- Attention to detail
- Basic understanding of MS Office (Word, Excel, and Outlook).
- Ability to effectively problem solve

Experience:

- Some post-secondary in construction, business or other related field
- 2-3 years in a customer facing role



- Knowledge of Tarion Home Warranty process would be an asset
- Industry related experience or education is an asset
- Strong ability to multitask, be proactive and detail oriented
- Customer relations experience: 3 years

Competitive Compensation will be based on experience.

Please send applications to: HR@Claridgehomes.com

Claridge Homes is committed to being an Equal Opportunity Employer. Please advise in advance if you require any accommodation during the application or selection process. Any information you send us will be handled professionally, respectfully and in complete confidence.

While we thank all candidates for their interest, only those selected for further consideration will be contacted.