



## **JOB DESCRIPTION**

**Job Title:** Customer Service Representative

**Reports to:** Director of Operations

### **Job Summary of Position:**

Manage and oversee the quality assurance and warranty issues of new homes. Receive and process warranty claims by homeowners. Inspect, process, schedule, and manage these claims through their completion through management of trade contractors. Document all service orders appropriately.

### **Major Responsibilities/Activities:**

- Oversee Quality Assurance with the Construction Team through Quality Walks.
- Assist Construction with the Preparation of the home for Homeowner Orientations.
- Assist Construction with the Preparation of the home for Close of Escrow and Move-In.
- Receive, Process, Supervise, and Document Homeowner Warranty Issues through Resolution.
- Conduct Homeowner Orientation Walkthroughs with Clients.
- Conduct Close of Escrow / Move-In Company Procedures.

### **Qualifications**

- Minimum Two years' experience in Homebuilding related field Desired.
- Basic Knowledge of Construction and Dealing with Trade Contractors Desired
- Experience in Customer Relations Desired
- Proficiency in Computing, Knowledge, and Experience in Microsoft Suite of Programs.
- High School or equivalent diploma.
- Excellent communication skills – both written and verbal.
- Excellent Problem-Solving Skills

### **Salary Range**

- \$70,000 to \$85,000 annual
- Health Insurance
- 401K Opportunities with 50% match up to 5% of annual base salary
- Vehicle Allowance
- Potential Completion Bonus
- Potential Annual Bonus