



**Job Title:** Customer Care Representative  
**Department:** Porte Homes  
**Reports to:** Marketing and Sales Director  
**Term:** Full-time  
**Compensation:** Salary + Benefits and Bonuses  
**Commencement:** October 2017  
**Send Resumes to:** [careers@porte.ca](mailto:careers@porte.ca)

#### **THE TEAM:**

There are countless reasons to consider a career with Porte. For starters, you'll be part of an encouraging, supportive team with plenty of room for growth. You'll enjoy perks like training and team building events throughout the year. Plus, there's our roof top patio, Friday happy hour, a weekly fitness workout and more!

You'll be an integral part of a family company, building on almost 50 years of success, amazingly generous charitable work and progressive leadership in the real estate industry. At all times guided by the Porte Promises of: People-Focused, Committed to Excellence, Trustworthy and Community Builders.

#### **JOB SUMMARY:**

The Customer Care Representative works with our Marketing & Sales, Customer Experience and Construction Team to ensure all buyers have an outstanding experience with Porte. The Customer Care Representative works directly with customer's to repair or coordinate the repairs of finishing touches and warranty request items as well as conduct homeowner walk-throughs prior to move-in. The Customer Care Representative ensures all work is guided by the Porte Promises.

#### **JOB DUTIES:**

##### ***Warranty Items/Service Requests***

- 1) Works with Customer Experience Coordinator to ensure all incoming service requests are responded to and repairs are coordinated within Porte's standard response time.
- 2) Visits the home owner to review scope of work and help in determining if it's covered under warranty
- 3) Prepares a schedule for the work and provides it to the Customer Experience Coordinator
- 4) Repairs items within the Customer Service Reps scope of experience (ie. paint touch ups, drywall repairs, adjusting doors)
- 5) Coordinate the repair of items that require a trade (either the initial sub-trade or other)
- 6) Ensure all repairs are done within Porte's standards and homes are left clean for the homeowners
- 7) Use Conasys to track and update service requests
- 8) Weekly reports on service requests provided to Marketing & Sales Director and Customer Experience Coordinator

- 9) Assists with the coordination of warranty items with the Strata

### ***Finishing Touches***

- 10) Conducts walk-throughs and 2<sup>nd</sup> walk-throughs as needed
- 11) Repairs items that are discovered on the walk-throughs or coordinate appropriate trade
- 12) Assist in walking through homes and performing deficiency walk-throughs for available homes to ensure the contractor for the site repairs all items and leaves the site deficiency free
- 13) Attend initial and warranty walk-throughs of common property with strata corporation; coordinate repairs

### ***External Communications***

- 14) Develops relationships and networks in the industry.
- 15) Represents the company appropriately in relationships with prospects, buyers, project advisors, suppliers and the public.

### ***Other Duties***

- 16) Attends meeting in head office with Customer Experience Team as needed
- 17) Attends planning and development meetings as required.
- 18) Performs other duties, as required.

### **TEAMWORK AND SUPERVISION:**

- 1) Works collegially with the Construction, Development, Property Management, Finance and Customer Experience teams, as well as with external consultants attached to these teams.

### **WORKING CONDITIONS:**

- 1) Working conditions:
  - a) Hours are typically 9:00 to 5:00, Monday to Friday or 8:00 to 4:00 depending on homeowner appointments
  - b) Weekend work and evening work is required from time to time to accommodate for busier time periods, customer appointments and emergencies

### **QUALIFICATIONS:**

- 19) Construction experience; hands-on experience and experience coordinating trades
- 20) Strong customer service, communication and people skills
- 21) Technologically savvy and able to work with technology

- 22) Strong organizational skills and attention to detail
- 23) Valid BC drivers license and clean, reliable vehicle is required