

# Customer Service & Warranty Manager

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## Who We Are

We are motivated by the simple idea of designing and building better homes. It's what makes us tick. Our team is driven, innovative, conscientious and inspired by great design. We're also eager to learn, listen and share great ideas. We love homes and we want to make them better.

Though your interests may lie in construction, customer service, home design, or carpentry, your enthusiasm for being the best at what you do is what counts the most. Our colleagues are also motivated by doing work to be proud of, ensuring Mosaic is a great place to work, and at all times, doing the right thing. These are important values that unite our team. Sound like you? If yes, you're likely a great fit here.

## The Opportunity

This role is an integral part of Mosaic's promise to provide exceptional service long after we hand over the keys to our purchaser's new home.

Using your background of providing delightful customer service, your superior problem solving skills, and technical knowledge of warranty service, you will oversee service for complex warranty items. You'll take the lead on challenging customer service issues, and work closely with the Senior Quality Assurance Manager to coordinate between Property Managers and warranty providers on building envelope reviews and insurer claims.

## What We're Looking For

Are you passionate? Driven? Confident? Conscientious? Inspired by great home design? Do you want to work for a company free of egos but full of ambition? If so, you're halfway there. Here are some other must haves:

- First, you have track record of success in providing delightful service to customers, regardless of the challenge or issue. You know people and are a gifted problem solver.
- Second, you have a solid technical know-how when it comes to New Home Warranties, the BC Residential Construction Performance Guide and general repair work. You've previously had experience dealing with building envelope reviews and being the "go-to" person between property management, quality, and homeowners.
- Third, you've led a team and know the importance of supporting that team to achieve work to be proud of. You're an excellent communicator and active listener.
- And finally, you've got the grit, smarts and drive to continuously improve our operations.



*Morgan IKEA Hack Bedroom, South Surrey*

Above all, we're looking for someone who works hard and genuinely cares about their job, their co-workers, and the people who buy the homes we build. Interested? Please apply on our website at <http://mosaichomes.com/join-the-team/>. We'll follow up if it looks like you may be a fit.