

CUSTOMER CARE MANAGER

WHO WE ARE

At Boffo Properties, we are a second-generation family-run company focused on building great neighborhoods together. From building design right through to property management, we care about creating places, not just spaces. We respect the neighborhoods in which we build for what they are. In doing so, we connect people and find ways for neighbors to become neighborly again.

To make this possible, Boffo Properties encompasses each and every one of our developments. On the construction front, our Boffo Building team is responsible to build each of these new communities.

We believe that being great is determined less by the size of our company, and more by our commitment to quality work, treating people well and strengthening our neighborhoods. We'll be great by keeping small egos and having giant passion so we can do exceptional work alongside honest, devoted people.

Above all, we commit to innovation, good design, and authenticity. Period.

WHAT WE'RE LOOKING FOR

We're looking for an experienced Customer Care Manager to join our growing team in Vancouver. This key role plays an integral part in administering the on-site Customer Care obligations for the construction of projects, by creating and maintaining good relationships with our customers and ensuring service requests are addressed in accordance with company policies. Working in a team environment, this individual is qualified and competent in administering all aspects of processing and documenting service requests and customer concerns, while fostering a positive company image in accordance with Boffo's beliefs and values.

WHAT WE PROVIDE

- The opportunity for continued growth within our dynamic team.
- A competitive compensation package including an employee bonus program, company paid benefits, tuition reimbursement and regular internal and external learning opportunities.
- A fantastic culture, full of exciting projects, fun social events and the opportunity to work alongside talented, passionate, and basically just awesome people.

WHAT DO YOU BRING

- You bring energy and passion for good work and a commitment to the quality of your craft, service and relationships.
- You are a self-starter who learns quickly requiring minimal supervision
- You have excellent organizational skills with the ability to manage multiple projects and priorities.
- You are a methodical problem solver, driven by process and with a strong attention to detail.
- You have 2 to 5 plus years of customer service field experience (home renovations or home warranty work) in wood frame and concrete construction with sound technical construction knowledge.
- You have strong Customer Care skills, you are customer focused, you manage customer requests, inquiries and you bring sound knowledge of diagnosing deficiencies and recommending solutions while delivering our quality of standards.
- You are confident you can deliver project goals while nurturing strong relationships with suppliers, building inspectors, sub-trades, consultants and homeowners.
- You work well under pressure and in difficult situations.
- You have the passion to make things better. You genuinely enjoy working with people, embrace feedback and learning opportunities, and continually strive to find the best solutions possible.

If this sounds like you, we can't wait to hear from you. We will only be reviewing applicants via our job board directly at: <https://boffoproperties.bamboohr.com/jobs/>

No phone calls please