



Adera is the leading builder of low density multi-family to mid-rise wood frame residential, mixed use and tilt up concrete commercial projects in BC's lower mainland. For nearly 50 years we've been at the forefront of the construction industry, building homes and spaces that meet the needs of our customers and communities. Achieving awards and recognition locally, nationally and internationally as a leader in design, sustainability and innovation, we take pride in our teams and trade partners, continually pursuing excellence and leadership in all that we do. With a world class development portfolio that includes more than 10,000 homes and 3.5 million square feet of commercial space, the Adera team drives passion for our customers by working in partnership to deliver the ultimate in value and experience.

## CAREER OPPORTUNITY – CUSTOMER SERVICE COORDINATOR

Adera takes pride in the homes and communities we create for people. We are seeking an **outgoing, proactive** and **enthusiastic** individual who enjoys working cooperatively to deliver outstanding results. A **helpful, compassionate, organized** and **detail oriented** individual who thrives on innovation, sustainability and partnership, this person has a passion for making things right and seeks to anticipate needs and exceed the expectations of those they come into contact with. This role requires a **persistent** and **action oriented** individual who will engage our sales, construction and service teams to deliver an outstanding owner experience and is capable of engaging people and embracing technology to deliver the very best of our **LIVE WEST COAST** philosophy.

### Key areas of responsibility:

- Point of contact for homeowners on service and warranty items, including coordination of appointments with service team and sub-trades, correspondence with property managers and initiation of follow-up on outstanding issues.
- Manage accurate and up to date homeowner records, project drawing records, service files including meeting minutes and corporate information.
- Coordinate homeowner engagement opportunities including community events, annual general meetings, homeowner resources and correspondence after move-in.
- Administrative support in relation to service and corporate teams as appropriate.

### Qualifications:

- Excellent communication skills and ability to proactively coordinate multiple projects within a time sensitive environment.
- Prior experience in construction environment, coordinating personnel or project management considered.
- High standards of accuracy and attention to detail, accompanied by excellence in time management and effective collaboration.
- Computer and technology proficiency: MS Office 365, Procore, Bluebeam, web based applications
- Motivated with a desire to learn and willingness to take direction.

please send your resume to [careers@adera.com](mailto:careers@adera.com)

We thank all candidates for their submissions, however, only those selected for interview will be contacted. All submissions will be kept on file confidentially with our Human Resources department for a minimum of six months. The right person can transform a business, if you're not right for this role, but you know someone who is, please pass on this information to help them achieve their next career success.