

# SHAPE

604.681.2358  
info@shapeproperties.com  
shapeproperties.com

2020 One Bentall Centre  
505 Burrard St., Box 206  
Vancouver, BC, Canada V7X 1M6

Position: Customer Care Associate

## ABOUT SHAPE

SHAPE is the real estate investment, development and management company leading some of the largest and most exciting projects in North America. With more than 370 acres in our growing portfolio, SHAPE currently manages +2.7M sq. ft. of commercial space with +3.5M sq. ft. of commercial and residential space under construction. As one team with a full range of real estate services, our projects benefit from seamless collaboration and communication across departments, locations and areas of expertise. Our group of companies is designed to operate together as a fully integrated platform or independently to add specialized value. With a thoughtful approach and continuous pursuit of innovation, we strive to deliver the best of retail, residential, office and mixed-use real estate world-wide.

## CUSTOMER CARE: THE SHAPE DIFFERENCE

SHAPE is set apart by the superior experience we offer across all facets of our business. We mind the details, take a proactive approach and constantly seek opportunities to provide an unmatched level of customer service. With thousands of homes being handed over in the coming years, the Customer Care team will uphold and exceed this high level of service for our valued homeowners.

The Customer Care team will ensure our residential purchasers are taken care of from the signing of their contract to home handover and beyond. By providing a superior experience, this team will increase customer satisfaction, build brand equity and impact our projects' value over the long term.

## About the Role

The Customer Care Associate will be the front-facing representative of the SHAPE brand while also working behind the scenes to deliver every element of our customer care program. They will conduct homeowner site tours and deficiency assessments before and during the warranty period. To uphold the highest quality standards, they will work with trades, suppliers and other departments within the company. To succeed in the role, the Customer Care Associate must enjoy a challenge, think creatively and provide an outstanding customer experience. They will report directly to the Customer Care Manager and work closely with SHAPE's construction, development and property management teams.

## Primary Responsibilities:

- Assist the Warranty & Quality Control Manager with pre-delivery inspection punch lists
- Conduct Homeowner Orientations acquainting homeowners with the features and functions of their new home (operation of appliances, heating/cooling systems, maintenance of home, etc.)
- Conduct Key Handover Building Tours re-acquainting homeowners with the features and functions of their home and to learn about the building property
- Conduct deficiency assessments during the warranty period
- Expedite repairs and deficiency work independently, providing communication and reports
- Assist in the coordination of trades when necessary to ensure timely and efficient repair of deficiencies
- Supervise and evaluate deficiency work completed and provide ongoing information to the Warranty & Quality Control Manager as it relates to quality of workmanship and materials
- Maintain positive homeowner relations and provide homeowners with knowledgeable, timely and professional service
- Thorough understanding and ability to communicate the 2-5-10 year warranty and general home care maintenance
- Work with Customer Care Manager on special projects as needed
- Provide accurate and timely information to the Warranty & Quality Control Manager/Customer Care Manager on progress and scopes of work required
- Keep accurate service request logs and documentation of all work performed
- Ensure all processes and administrative procedures are followed consistently, completely, and accurately
- Perform all other duties as assigned

## Working Conditions:

Requires the ability to work on a mixed-use construction site pre- and post-occupancy. Physically able to climb stairs, climb ladders, bend, stoop, and reach.

## Qualifications:

- 2-3 years' work experience in warranty/customer service, real estate, property management or similar field; residential construction background
- A customer service personality with a firm but fair approach
- Self-motivated and a team player, personable and positive outlook with every situation
- Detail oriented, works well under pressure, capable of handling multiple tasks with simultaneous deadlines
- Outgoing, strong organizational, critical thinking, and time management skills working under pressure with multiple projects and timelines
- Strong verbal and written communication skills
- Ability to deal effectively with confrontational situations and maintain objectivity in public relations
- Intermediate to advanced computer skills with Microsoft Office, but specifically Microsoft Word and Excel
- Flexibility in availability – may be required to work extended hours, weeknights, and/or weekends as necessary

## Benefits:

- Opportunity to represent some of the most significant real estate projects in Metro Vancouver (The Amazing Brentwood, The City of Lougheed, Live at CF Richmond Centre)
- Continuous growth and opportunity with a significant number of homes coming in the following years (over 18,000 homes currently anticipated)
- Join a best-in class SHAPE team
- Personal and professional development within the company and the industry
- A competitive salary with performance bonuses
- A comprehensive benefits package
- A fun, collaborative and autonomous work environment

To apply, please visit our website at <http://shapeproperties.com/careers>