

Customer Care Administrator

Rize is a boutique real estate developer focused on large scale, design forward, commercial and residential communities. With over 25 years of experience, we create unique, meaningful and inspiring places to live, work and learn throughout Metro Vancouver. We are growing and continually searching for the right people to join our Team.

We are currently seeking a Customer Care Administrator within our Customer Care Team reporting to the Director of Customer Care. In this role, you will provide administrative support to the Customer Care Team and to homeowners who require information, support and superior service.

Rize is a dynamic work environment with an entrepreneurial culture that is high performing yet relaxed. It is a place where suits are rare and working smart is the norm. Each project we undertake has an underlying uniqueness that forms a fundamental part of our DNA, and we take great pride building communities which are functional, beautiful and accessible.

Responsibilities:

- Prepare all homeowner PDI packages, and maintain required package supplies
- Prepare all homeowner kits, and maintain supplies
- Data entry, of work orders, invoice processing, cheque requisitions, entering homeowner contact information
- Set-up and maintain filing system, include all filing duties and dead storage retrievals/packing
- Support Customer Care Reps, Inspectors etc.
- Maintain office supplies
- Assist CCR's in preparing and delivering homeowner letters
- Answer phones
- Back up for CCR's for breaks, lunches etc.
- Participates in development and continuous improvement of external service delivery processes including Homeowner's Manual, PDI and service request procedures.
- Provide additional front desk reception and administration support for Rize Corporate.

Required Skills:

- Strong customer service skills
- Strong communications skills, both written and verbal
- Work well independently and within a team environment
- Attention to detail
- Highly organized
- Proficient in Excel, Word, Outlook, PowerPoint
- Good knowledge of construction guideline and industry standards

Experience:

- Minimum 1 year experience in a construction environment, 1 year in an office environment

Please apply online via the link: <https://rize.bamboohr.com/jobs/view.php?id=45&Source=UDI>