

POSITION: CUSTOMER CARE REPRESENTATIVE

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 manages +2.7M sq.ft. of commercial space with +3.5M sq.ft. of commercial and residential space under construction. Our residential projects include The Amazing Brentwood, The City of Lougheed and RC at CF Richmond Centre. Over the coming years, we're bringing more than 18,000 pre-sale homes to the market.

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 Representative 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 Representative must enjoy a challenge, think creatively and provide an outstanding customer experience. They will report directly to the Customer Care Director and work closely with SHAPE's construction, development and property management teams.

Primary Responsibilities

- Conduct pre-delivery inspection punch lists and re-inspections
- 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 Quality Control Manager, Customer Care Manager, and Warranty 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 Director on special projects as needed
- Provide accurate and timely information to the Quality Control Manager, Customer Care Manager, and Warranty 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

Required Knowledge, Skills, and Abilities

- 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

Required Training and Experience

- 2-3 years' work experience in warranty/customer service, real estate, property management or similar field; residential construction background

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.

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