



STRAND IS LOOKING FOR A CUSTOMER CARE MANAGER

We are seeking an experienced individual who possess strong interpersonal skills to manage the Strand homeowner care program and purchaser/tenant experience.

WHO IS STRAND?

Founded in Vancouver in 1976, Strand has been actively involved in a number of real estate sectors, including: the development and acquisition of multi-family apartments and condominium projects, single family land and housing developments, the development of multi-unit warehouse projects, the acquisition of office building properties, and the provision of mortgage financing to developers for residential and commercial developments throughout North America. While Strand has maintained a relatively low profile, consistent with the philosophy of its major shareholders and financial partners, Strand has acquired, developed, and financed over 23,000 homes across North America while consistently maintaining its established reputation for successfully and conscientiously developing real estate. Strand is active throughout several regions in North America, with its head office, located in Vancouver, and regional offices in the southeastern and western United States. Strand's active projects are comprised of over six thousand residential units across North America. In Greater Vancouver, Strand is developing over six hundred condominiums and eight hundred rental apartments, along with three hundred thousand square feet of employment generating space (retail/office/light industrial). Strand's development platform has established a reputation as a well-recognized and respected developer in the region by demonstrating innovation, a commitment to quality, focus on building for the needs of the region's diverse demographic composition, as well as a progressive approach to development.

WHY JOIN STRAND?

Strand's development business is innovative, dynamic, and expanding. This is an opportunity for the successful candidate to join a team of professionals that have built a portfolio of business across a wide range of real estate sectors and who seek to maintain Strand as a "Tier A" development company. Strand is a progressive real estate group that prioritizes culture and rewards entrepreneurial spirit, collaboration and ingenuity while providing opportunities for its employees to grow with the company, both professionally and financially. Strand has "Deep Roots and Big Plans".

QUALIFICATIONS

- Candidate to have minimum 3 years' experience with interior finishes of new construction.
- Have a high-level of attention to detail.
- A thorough understanding of basic multi-family buildings equipment and systems.
- Strong people skills with a high tolerance and patience for working with all different types of personalities.
- Possess basic handyman skills.
- Have a full understanding of the 2-5-10 New Home Warranty.
- Well-spoken and presentable.
- Technologically capable and proficient in Procore.
- Strong computer skills including Microsoft Office and Adobe Suite would be an asset.

DUTIES & RESPONSIBILITIES

The Customer Care Manager duties will include but are not limited to:

- Manage quality control of interior and exterior finishes and functions on behalf of Strand.



- Certify Strata Units are complete and deficiency-free following the General Contractors declaration of completion on a per condo unit basis. Duty to include: thoroughly inspect each unit, report on deficiencies, verify the repairs of such deficiencies, and ultimately produce formal sign-off of the unit as ready to present to homeowner.
- Lead Homeowner Orientations of condo units and common areas. Duty to include: scheduling walkthroughs, functional demonstration of home equipment and systems, education on Strand Customer Service program, key handovers and protocol for reporting, managing and assisting the homeowner's full deficiency review process, report and manage correction of homeowner reported deficiencies to ensure all are complete prior to possession.
- Manage Strand Customer Service program following homeowner possession. Duty to include: receiving reports from homeowners, qualifying the issue, coordinating repairs with subtrades, organizing and attending visits to homes, and closing out the items with the homeowners. This person should be prepared to personally respond and have the ability to correct medial non-warrantable fixes.
- Manage and coordinate between Strata and Subtrades correction of deficiencies, defects, and warrantable issues of the Common Areas in Strata Developments.
- Manage and coordinate between Tenants, Property Management, and Subtrades correction of deficiencies, defects, and warrantable issues of the Common Areas and Suites through-out Strand's portfolio of Rental buildings.

HOW TO APPLY

If you meet the above qualifications and are interested in this role, please send a cover letter along with your resume to Mia Boorman at mboorman@stranddev.com. While we thank all candidates for their interest, only selected individuals will be contacted.