



## **WE ARE ARAGON**

### **WE CREATE UNIQUE EXPERIENCES DESIGNED TO MOVE YOU FORWARD.**

We create new design standards. We challenge old real estate models. We embrace the importance of living in a changing environment. We contribute to neighborhoods with undiscovered potential. We find comfort in the unexpected.

From inception over 30 years ago, Aragon has focused on innovative and distinctive design combined with outstanding quality. Honoring these values expresses our desire and commitment to creating sophisticated homes.

### **THE OPPORTUNITY:**

#### **HOMEOWNER EXPERIENCE MANAGER**

The Homeowner Experience Manager should possess the ability to effectively communicate with all personalities. The candidate will be responsible for all aspects of the quality control process for our new buildings. This position represents the Aragon brand which is forward thinking and provides outstanding Homeowner Experience and purchaser experiences.

The Homeowner Experience Manager and their team will conduct homeowners' walkthroughs, key handovers and informing homeowners about the features and functions of their new home. They will set high standards of professionalism, establish accountability and resolve issues in a timely manner.

Some of the responsibilities of the Homeowner Experience Manager are, but not limited to, the following:

- Responsible for contacting and setting up appointments with homeowners.
- Resolve service issues, including warranty work orders, in a professional and timely manner.
- Conduct walk-through inspections and provide quality construction repairs provided by the department's deficiency team.
- Coordinate deficiency/warranty work with trades for repairs and quality assurance.
- Ensure service calls are followed up and repairs are satisfactory.
- Be familiar with, and prepare, reporting systems including tracking software and the preparation of homeowner manuals.
- Collaborate with the President to provide and obtain, feedback relating to the customer experience and for deficiency rectification.
- Manage and coordinate 1-year warranty service requests.
- Effectively communicate with purchasers and trades.
- Manages and maintains a high-performance deficiency team of 2-3 technicians.

#### **QUALIFICATIONS**

- 5 years (+) relevant experience with residential construction and quality control.
- Ability to read and interpret construction specifications and drawings.
- General knowledge of construction and be familiar with components of multi-family buildings to provide accurate information to homeowners.
- Familiar with Conasys or similar software.
- Have a full understanding of the 2-5-10 New Home Warranty as mandated by BC Housing.
- Must be self-motivated and possess excellent organizational, time management and critical thinking skills.

Aragon offers a great environment that fosters innovative thinking and gives members of our team an exciting, rewarding work experience. We offer a complete benefits package with a strong focus on employee development, team building, and providing opportunities for growth and career development.

Since 1988 Aragon Properties Ltd. has completed over 6500 new homes, constructing landmark residences and creating communities for generations to come. The name Aragon has become synonymous with quality, integrity and a commitment to delivering top quality homes. As a wholly integrated real estate development firm, Aragon covers the entire spectrum of development, from site acquisition, design, and construction to project marketing and sales.