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Customer Service Field Manager

About Polygon

British Columbia owned and operated since 1980, the Polygon family of companies has built more than 30,000 homes throughout the Lower Mainland, from concrete high-rises and wood-frame condominiums to townhomes and single-family communities. With over four decades in business, Polygon has earned the trust of thousands of families by committing to quality design, sound construction and exceptional customer service.

Reporting to the Senior Vice President Customer Service, Polygon is looking for a Customer Service Field Manager to join our busy customer service team.

Responsibilities

- Assume overall responsibility for the customer care of assigned communities.
- Conduct homeowner orientations in a professional and courteous manner with new purchasers.
- Perform inspections of homes to be taken into inventory for future delivery.
- Conduct courtesy follow-up calls with customers.
- Assist with the management and qualification of service requests.
- Represent Polygon at home warranty insurance claims adjustments.
- Attend First Annual General Meetings for assigned communities.
- Manage and document common area walkthroughs for assigned communities.
- Other duties as required.

Requirements

- Excellent verbal and written communication skills.
- Understand residential construction, home operating systems and building standards.
- Possess a working knowledge of warranty performance guidelines, the BC Building Code and other applicable codes and by-laws.
- Familiarity with the Homeowner Protection Act and the Strata Property Act.
- Behave in a professional, mature and respectful manner as a representative of Polygon.
- Strong time management skills with demonstrated experience in problem solving and making decisions.
- Ability to thrive as a team player in a busy multi-tasking environment.
- Mandarin/Cantonese language skills would be an asset.

Polygon offers competitive salary and benefit packages along with a reputable corporate culture as a leader in the industry. We thank all applicants for their interest and will only be in touch with shortlisted candidates.

Please send your resume and cover letter to: careers@polyhomes.com.

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