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## Warranty Administrator

### ABOUT SHAPE

SHAPE is the real estate investment, development and management company leading some of the largest and most exciting projects in North America including The Amazing Brentwood and The City of Lougheed in Metro Vancouver. SHAPE manages over 4M sq.ft of commercial space, over 800 units of rental residential and over \$1 Billion of development projects currently under construction.

Through our fully integrated platform, SHAPE specializes in complete neighbourhoods with a top-calibre mix of shops, restaurants, residences, entertainment, and a complete range of daily services with transit connected. With a thoughtful approach and continuous pursuit of innovation, we think differently to ensure our projects are relevant and dominant for the future of real estate.

### 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 upholds and exceeds this high level of service for our valued homeowners.

The Customer Care team ensures our residential purchasers are taken care of for much of the project cycle, from after-sales through to home handover and beyond. By providing a superior experience, this team increases customer satisfaction, builds brand equity, and impacts our projects' value over the long term.

### ABOUT THE ROLE

Warranty Administrators are front-facing representatives of the SHAPE brand and work behind the scenes to deliver every element of our Warranty Care program. They are the first point of contact for Homeowners to navigate and enjoy their new homeownership experience upon taking possession of their home. To uphold the highest quality standards, they work with trades, suppliers, and other departments within the company. To succeed in the role, the Warranty Administrator must enjoy a challenge, think creatively, and provide an outstanding customer experience. They report to the Warranty Manager and Customer Care Director and work closely with SHAPE's construction, development, and property management teams.

### Primary Job Responsibilities

- Data entry and administrative support to the Warranty Coordinator and Warranty Manager which include and is not limited to keeping records of customer interactions, processing accounts, and filing documents

- Manage high volume of emails and phone calls from Homeowners across all communication methods
- Complete reports and conduct analysis on recurrent service issues
- Assist the Warranty Coordinator with contacting and scheduling Homeowners for necessary warranty assessments and/or maintenance and deficiency work
- Ensure that all processes and administrative procedures are followed consistently, completely, and accurately
- Prepare weekly reports for submitted deficiencies and progress updates
- Assist with the training of flex teams – ensuring all members have a thorough and detailed understanding of Customer Care processes, procedures, and expectations
- General knowledge of the 2-5-10 Warranty and general home care
- Assist the Customer Care Team with various tasks when required

## Qualifications

### *Required Knowledge, Skills, and Abilities*

- General knowledge of residential construction and presale
- A customer service personality with a firm but fair approach
- Self-motivated and a team player, personable and positive outlook with every situation
- Outgoing, strong verbal and written communication skills
- Detail-oriented with strong organizational and critical thinking skills
- Discipline and time management, capable of working under pressure with multiple projects and tasks with simultaneous deadlines
- Ability to deal effectively with confrontational situations and maintain objectivity in public relations
- Experience with administration and coordinating schedules
- Intermediate 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*

- 1-2 years' work experience in warranty/customer service, real estate, property management or similar field; residential construction or sales background is preferred
- Relevant education (Certificate/Diploma/Degree) from a recognized institute
- Post-secondary education in a relevant field is an asset

## Working Conditions

The Warranty Administrator may be required to travel to different sites when necessary and may be required to work the occasional weekend when necessary. The successful candidate may be required to be on the construction site (personal protective gear (PPE) will be provided).

## Benefits

- Opportunity to represent some of the most significant real estate projects in Metro Vancouver (The Amazing Brentwood, The City of Lougheed, RC 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 a performance bonus

- Comprehensive benefits package
- A fun, collaborative, and autonomous work environment

To apply, please visit our website at <http://shapeproperties.com/careers>