
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 including The Amazing Brentwood and The City of Lougheed in Metro Vancouver. SHAPE manages over 5M 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

Customer Care Representatives are front-facing ambassadors of the SHAPE brand as well as work behind the scenes to deliver every element of our Customer Care program. They conduct pre-delivery inspections, homeowner site tours, and present keys to homeowners. To uphold the highest quality standards, they work with trades, suppliers, and multiple 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 report directly to the Customer Care Director and Assistant Director and work closely with SHAPE's construction, development, sales and marketing, and property management teams.

Primary Job Responsibilities

- Conduct pre-delivery inspections and re-inspections to ensure a high standard of finish quality in every home

- Conduct Homeowner Orientations acquainting Homeowners with the features and functions of their new home (operation of appliances, heating/cooling systems, home maintenance, etc.)
- Conduct Key Handover Building Tours re-acquainting homeowners with the features and functions of their home and to learn about the building property
- Work with Project Manager and construction teams to expedite repairs and deficiency work, 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 Customer Care Assistant Director and Senior Warranty Manager as it relates to the 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 and Assistant Director on special projects as needed
- Provide accurate and timely information to the Customer Care Assistant Director and the Senior Warranty Manager on the 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

Qualifications

Required Knowledge, Skills, and Abilities

- A customer experience personality with a firm but fair approach
- Self-motivated and a team player, personable and positive outlook with every situation
- Considerate of others with a drive to connect and nurture relationships
- Outgoing, strong verbal and written communication skills
- Detail-oriented, with strong organizational and critical thinking skills
- Disciplined with time management and 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
- Intermediate to advanced computer skills with Microsoft Office, specifically Microsoft Word, PowerPoint, and Excel
- Flexible availability – may be required to work extended hours, weeknights, and/or weekends as necessary
- Always open to learn

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. Balance onsite work with seated work at a computer.

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

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