
Warranty Coordinator

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 experience. 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, which includes Warranty Care, 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

The Warranty Coordinator will be the front-facing representative of the SHAPE brand while also working behind the scenes to deliver every element of our warranty program. They will be the first point of contact for Homeowners as they navigate and enjoy their new homeownership experience upon taking possession of their home. To uphold the highest quality standards, they will work with trades, suppliers, and other departments within the company. To succeed in the role, the Warranty Coordinator must enjoy a challenge, think creatively, and provide an outstanding customer experience. They will report to the Operations Manager and Warranty Manager and work closely with SHAPE's construction, development, and property management teams.

Primary Job Responsibilities

- Contact and schedule trades and Homeowners for any necessary warranty assessments and/or maintenance and deficiency work
- Follow up with trades for outstanding deficiency work and status updates

- Work with Jr. Coordinator to ensure Homeowner inquiries are received, handled, and resolved completely
- Decipher and assign scopes of work, ensuring tracking reports are updated accordingly
- Work closely with Operations Manager to ensure trade tasks are completed within proposed timelines
- Keep Building Managers and Concierge Teams apprised of scheduled appointments on a weekly basis
- Prepare weekly reports for submitted deficiencies and progress updates
- Attend site walkthroughs and visits with Warranty Manager to gather findings for execution, as needed

Qualifications

Required Knowledge, Skills, and Abilities

- General knowledge of the 2-5-10 Warranty and general home care
- 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
- Proactive and adaptable with a strong willingness to learn and be challenged
- Outgoing, strong verbal and written communication skills
- Detail-oriented, with strong organizational and critical thinking skills
- Disciplined with time management, capable of working independently 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 to advanced 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

- 2-5 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

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

Working Conditions

The Warranty Coordinator 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 (safety PPE will be provided).

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