



WE CREATE UNIQUE EXPERIENCES DESIGNED TO MOVE YOU FORWARD.

Aragon is a Vancouver, Canada-based development company with 34 years of experience creating unique homes and commercial retail spaces throughout North America. We believe in nurturing community, raising the bar for design, championing value, and pushing for innovation. We're not afraid to challenge the status quo to move the industry forward.

We are a vertically integrated company—and we collaborate across departments to build better homes and communities. We bring our intense focus on quality and craftsmanship to everything we do—from land acquisition to construction to interior design to property management. Every team member has a voice, and we believe in taking on challenges together.

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.

WHAT YOU WILL BE DOING

- 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.

WHAT YOU WILL BRING

- 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.

HOW WE LIKE TO WORK

- We are collaborative: we prioritize cross-functional teamwork
- We think outside the box: we look for new ways to build better homes
- We take initiative: we empower our team to lead change
- We raise the bar: whatever the industry benchmark, we aim higher

WHAT WE OFFER

- To be a part of a Creative, Forward-Thinking Team!
- **Education Assistance Benefit Program**
- **Healthy Lifestyle Fitness Reimbursement**
- Dental/Medical Benefits
- **Health Spending Account**

If you are interested in joining a dynamic team, please send your cover letter and resume to careers@aragon.ca