



Concierge/Warranty Advisor

We are seeking an experienced Concierge/Warranty Advisor to attend to our customers' needs by providing professional, helpful, high-quality service before, during, and after their requirements are met.

About the role

The Concierge/Warranty Advisor is responsible for:

- completing key touchpoint meetings with new homeowners.
- completing home score sheets on new homes.
- performing inspections with homeowners for warrantable deficiencies and service enquiries.
- communicating with homeowners regarding site development enhancements.
- taking photographs of the Homeowners at specified milestones.
- meeting with Finishing Foremen and/or Site Superintendents to identify items that won't be completed for orientation and advises homeowners.
- responding and following up with home-owners with Tarion Warranty submittals.

About You

You are:

- knowledgeable in new home construction.
- well versed with 3 years of experience with Tarion.
- a positive person who is self-motivated, goal driven and tenacious.
- someone who believes in customer satisfaction.
- proficient in your written and verbal communication abilities.
- skilled in time management and in the ability to prioritize.
- highly organized and ability to multi-task and process large volumes of information.

About us:

We:

- empower our people to strive for creativity, uniqueness and distinction
- are driven by the values of doing the right thing; building well for lasting value, creativity, fun and respect.
- are the Builder of Choice in the National Capital Region.
- build lifestyle communities throughout Ottawa.
- are committed to the best customer experience in Canada!

We offer a dynamic opportunity!! Should eQ Homes and this position be a good match for you, please email your cover letter and resume to: jointheteam@eqhomes.ca

If you are an applicant with disabilities and require accommodations, please let us know in advance so that we may arrange for their provision.