



## Administrator – Customer Care

We are seeking an experienced Administrator to support our Team in ensuring that our customers' needs are met through professional, helpful and high-quality service. This position will likely be responsible for our Kemptville Community.

### About the role

The Administrator is responsible for:

- coordinating appointments with homeowners and sites.
- monitoring and distributing submitted Tarion Warranty forms.
- responding and following through with homeowners regarding warranty or deficiency enquiries.
- maintaining customer data information for monthly submission.
- maintaining KPI reporting.
- coordinating and maintaining performance audit tracking sheet.
- preparing status reports for performance audits.

### About You

You are:

- 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](mailto: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.