



## Customer Care Technician

We are seeking an experienced Customer Care Technician to support our Customer Care Team in ensuring high levels of customer satisfaction as measured by AVID Ratings and Tarion. This position will be located at our Provence Community in Orleans.

### About the role

The Customer Care Technician is responsible for:

- attending scheduled service appointments to complete 30-day, 1yr, 2yr or interval service deficiencies.
- reviewing service warranty items with homeowners.
- monitoring trades while completing deficiency items in homes to ensure completion of warrantable repairs adhere to eQ Guidelines.
- obtaining signatures from homeowners for completed items on work order.
- the review & follow up with Customer Care Advisors on all scheduled appointments and or service items/deficiencies until completed.
- preparing materials required to complete service work prior to scheduled service appointment.
- assessing/investigating emergency or interval service calls as required.
- completing maintenance and/or repairs on Model Homes & Sales Centers.
- reviewing work orders daily.
- cleaning & maintaining service van.

### About You

You are:

- a positive person who is self-motivated, goal driven and tenacious.
- someone who believes in customer satisfaction.
- knowledgeable and skilled to complete all types of general repairs for new homes.
- familiar with Tarion Construction Performance Guidelines.
- knowledgeable on building processes and practices.
- customer satisfaction driven.
- highly organized and ability to multi-task and process large volumes of information.
- skilled in the operation of hand and power tools.

## **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!!

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