

# Homeowner Care Representative

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## POSTED

18 November 2024

## LOCATION

Surrey, BC

A 2023 and 2024 BC Top 100 Employer, Century Group is a family-owned, real estate development and property management company with a mission to curate places people love. Century Group's people are committed to building sustainable, thriving communities with diverse neighbourhoods. For 65 years, Century Group has built a portfolio of operating real estate assets and land, residential rental properties, seniors residences, hotels and restaurants, as well as commercial retail spaces with an emphasis on a mixed-use approach.

## What Can We Offer You?

Century Group offers our team members a variety of benefits, including competitive salaries, health benefits which includes a healthcare spending account, maternity leave top-up program, matching pension plan (DCPP), and the ability to advance your career through training and development opportunities! As a part of Century Group, career growth opportunities are available across a diverse group of companies. Apply now to discover your next career move!

## ROLE SUMMARY

Reporting to the Manager, Homeowner Care and working closely with Development, Construction and Sales teams in fulfilling the common goal of

creating customers for life, the Homeowner Care Representative is responsible for executing service requests through to completion with hands on and trade coordination skills.

The Homeowner Care Representative will conduct home quality inspections, homeowners walkthroughs, key handovers and inform homeowners about the features and functions of their new home (homeowners orientation). This role will set high standards of professionalism, establish accountability and resolve issues in a timely manner.

## **KEY ACCOUNTABILITIES**

1. Carry out deficiency work as required; on the tools for non-trade related call backs
2. Responsible for contacting and setting up appointments with homeowners
3. Resolve service issues, including warranty work orders, in a professional and timely manner
4. Conduct home quality inspections
5. Conduct homeowner walk-through orientations
6. Coordinate deficiency/warranty work with trades for repairs and quality assurance
7. Ensure service calls are followed up and repairs are satisfactory
8. Collaborate with the Manager, Homeowner Care, to provide and obtain, feedback relating to the customer experience, deficiency rectification and design/specification improvements
9. Manage and coordinate 1-year warranty service requests
10. Effectively communicate with purchasers and trades

11. Managing and maintaining accurate records, status of service requests
12. Maintain a clean professional appearance
13. Manage incoming service requests and provide vacation relief when needed
14. Be available to work on a rotation of on call emergency phone calls on weekends with the Manager, Homeowner Care

## **EDUCATION & EXPERIENCE**

Requires a high school diploma and a minimum of 5 years relevant experience with residential construction and quality control.

## **REQUIRED KNOWLEDGE, SKILLS, & ABILITIES**

- Ability to read and interpret construction specifications and drawings
- Demonstrated ability of general knowledge of construction and be familiar with the components of multi-family buildings to provide accurate information to homeowners
- Have a full understanding of the 2-5-10 New Home Warranty as mandated by the Homeowner Protection Office
- Possess strong interpersonal skills and the ability to thrive in a team environment
- Strong administration skills and be comfortable with computer/technology skills
- Ability to complete drywall, painting and carpentry tasks
- A valid driver's license and clean drivers abstract are required

- Strong organisation and decision-making skills, along with the ability to work independently are essential
- Ability to professionally represent Century Group and communicate effectively with both customers, trades, and members of our team
- Travel to all sites required but this position will be mostly based out of Surrey, BC