Home Warranty & Customer Care Coordinator

Mosaic is looking for a Home Warranty & Customer Care Coordinator to help deliver on our promise of A Better Home.

In this role, you'll help ensure homeowners have an exceptional experience from their home orientation through the completion of the warranty period. You'll coordinate key milestones including project turnover, homeowner orientations, key pickups, warranty documentation, homeowner manuals, service requests, surveys, AGM reminders, and warranty repairs. You'll work closely with our multidisciplinary team, Home Care Technicians, warranty providers, trade partners, and homeowners to coordinate warranty service, resolve homeowner inquiries, and ensure every homeowner feels supported throughout their homeownership journey.

This is a great opportunity for someone who is highly organized, service-minded, detail oriented, and comfortable balancing customer service, administration, scheduling, communication, and problem solving in a fast-paced environment. You take pride in doing work accurately, enjoy helping people, and know that better is found in the details.

If you're a strong communicator who enjoys creating order, supporting a team, and contributing to a better homeowner experience, we'd love to hear from you.

About Mosaic

Mosaic is a vertically integrated real estate development company with a focus in the Greater Vancouver area. Mosaic's in-house team manages every stage of the new development process—from land acquisition, design, and approvals to financing, construction, marketing, and sales—delivering new multi-family high-rise, low-rise, and townhome communities across the region.

Mosaic also develops and operates income-producing properties, including purpose-built rental communities, commercial retail, and office space.

Over the past 25 years, and with more than 8,000 homes constructed, Mosaic has remained committed to designing and building A Better Home.

And we're just getting started, with future large-scale wood and concrete projects coming up throughout Greater Vancouver. Work alongside a team of talented, passionate and committed Colleagues who love what we do. Our team lives our values of doing the right thing, doing work to be proud of, being a great place to work, being the best, and being profitable.

Who You Are

You have 2 – 5 years' experience in a customer facing role in real estate, construction, hospitality or customer service. Bonus points if you have experience with new home warranties, work order systems, or a CRM.

You thrive in a customer facing role and take pride in creating a great experience for customers no matter the situation, turning even the most difficult issues into positive solutions.

You get things done. You have extremely strong administrative, time management, and organizational skills. You have a proven track record of managing a high volume of information accurately and quickly, ensuring no details are overlooked.

You have strong communication skills and can adapt your style to suit a wide range of audiences by phone, email, virtually or in person.

Finally, you're a team player who brings out the best in others. You have grit, a can-do attitude and actively participate in creating a positive workplace.

Interested?

Apply at http://mosaichomes.com/join-the-team/. We'll reach out if it looks like you'll be a good fit.