



New Home Sales Customer Service Representative

About Edgar Development:

At Edgar Development, we believe in creating spaces that do more than just exist—they thrive. Since our inception in 2009, we've been dedicated to transforming the landscape of Western Canada with meaningful and sustainable developments that enhance the lives of those who live and work in them. Guided by our philosophy of "Build to thrive™," we focus on crafting environments that foster community and well-being. Our goal is to deliver high-quality developments that cater to the needs of both residents and businesses, ensuring that every project we undertake contributes positively to the community. Our diverse portfolio includes residential, commercial, and mixed-use developments. One of our flagship projects is the master plan for a 23-acre development in Port Moody, featuring approximately 2,000 new homes and 466 rental units. This project exemplifies our commitment to creating vibrant, integrated communities. We are proud to be part of initiatives like BC Builds, which aims to provide nearly 1,200 rental homes in Langley and Burnaby for individuals, seniors, and families with middle incomes. Our projects are designed to make a real difference in the lives of those who call them home. We strive to incorporate cutting-edge design and environmentally responsible practices into our developments, ensuring they are not only beautiful but also sustainable for future generations. Our success is driven by a team of experienced professionals who are passionate about real estate development.

Key Responsibilities:

- Conduct new homeowner orientation/walkthroughs and deficiency walkthroughs prior to occupancy.
- Clearly explain home features, maintenance requirements, and warranty coverage to new homeowners.
- Act as the primary liaison between the homeowner and the construction team to address and resolve any deficiencies or warranty items.
- Schedule and coordinate service appointments and warranty work with homeowners and trade partners.
- Document all homeowner interactions, warranty claims, and service requests accurately in the system.





- Follow up with homeowners to ensure deficiencies are completed to their satisfaction and within company standards.
- Provide excellent customer service by always maintaining a positive and professional attitude.
- Assist with homeowner events or meetings as required.
- Stay updated on construction processes, home features, and warranty standards.
- Educate buyers on home features, maintenance procedures, and warranty coverage during orientation sessions.
- Assist in preparing homeowner manuals and orientation materials.

Qualifications:

- 2+ years of experience in customer service, preferably within the real estate homebuilding sectors.
- Knowledge of the local real estate market and home construction processes is advantageous.
- Proficiency in software management tools such as punch list or Procore an asset.
- Highly organized with strong attention to detail.
- Ability to manage multiple priorities in a fast-paced environment.
- Proactive, self-starter and problem solver requiring minimal supervision.
- Exceptional interpersonal and communication skills, both verbal and written.
- Strong proficiency in MS Office applications (in particular, Excel) and Adobe applications (in particular, Adobe Acrobat).

Apply via link: https://edgardevelopment.applytojobs.ca/new_home_sales/41284

