

Job Posting

Title: Customer Service Provider

Company: CaraCo Development Corporation

Location: Kingston, Ontario

Status: Full Time

Purpose

- Provide front line service to new homeowners, with respect to deficiencies
- Repair new home deficiencies, to the extent of labour, carpentry, painting touch-ups, drywall and general service items

Key Responsibilities

- Repair new home deficiencies, to the extent of labour, carpentry, painting touch-ups, drywall and general service items, in response to homeowners' work orders, in compliance with the Ontario Building Code and construction best practices
- Audit new homes to ensure quality control
- Report on status of after sales service and quality of CaraCo
- Maintain and store company assets used for construction
- Maintains security of work locations
- Prepare, Supervise and clean up after trades who attend at new homeowners' homes
- Initiate and coordinate work with suppliers (e.g. Country Wide Kitchens, Carpet Plus, Cowan's, Robb's heating and Cooling)
- Arrange for new homeowners to sign completed work orders
- Complete purchase orders and submit them to the office
- Answer incoming calls from new homeowners and advise them on issues
- Receive work orders and co-ordinate service with new homeowner
- Work with a caulking gun, paint tools, and drywall compound
- Maintain, clean and keep track of fuel for the CaraCo Customer Care vehicle
- Maintain the appearance and operation of
- Obtain trade assistance in conducting repairs, proactively
- Maintain supplies required for repairs conducted by Construction and Customer Care Department

Skills

- Sound theoretical and practical knowledge of building mechanical and structural systems, building materials and associated trade practices
- Current knowledge of the Occupational Health and Safety Act, Ontario Building Code, Ontario Fire Code, and the ability to interpret trade codes
- Skilled user of power tools
- Painting and drywall repair as required
- Fine manual dexterity to operate hand tools and small mechanical items

Education and Experience

- Minimum two years' related experience in a similar customer service role
- Minimum two years' related experience in construction/carpentry role
- Minimum high school diploma or equivalent
- Knowledge of construction processes and repair methods

Other requirements

- Employment is conditional on a clean criminal records check
- Valid Ontario Class "G" license
- Own hand tools
- Own transportation between multiple sites.

If you are interested in this opportunity, please forward your resume to employment@caraco.ca

CaraCo would like to thank all applicants, however only those who qualify for an interview will be contacted.

CaraCo is an equal opportunity employer.

CaraCo welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidate taking part in all aspects of the selection process.