

Job Posting

Title: Residential Service Administrator

Company: CaraCo Development Corporation

Status: Full Time

Join us at CaraCo Group of Companies, a family-owned successful business that is seeking a dedicated team member like you to join our team! At CaraCo, we pride ourselves on ensuring we take care of our team members and clients. We have an exciting opportunity available for a “Residential Service Administrator” to join our team!

At CaraCo, we provide a variety of perks to our team members:

- Health, Dental and Vision Care benefits.
- 10 days paid vacation per year.
- 8 sick days per year.
- Training/Career Development Opportunities.
- RRSP Bonus plan

Beyond the above, we provide a positive and collaborative environment!

As a key member of the residential team, the residential service administrator is responsible for providing quality, attentive, and timely service to our purchasers and administration support for construction projects.

Key Job Responsibilities:

- Answer telephone inquiries and respond to service email inquiries.
- Process Tarion Warranty forms from the Tarion website.
- Handling and resolving customer complaints.
- Assess customer complaints & inquiries and process service work orders.
- Direct requests and unresolved issues to the Service Coordinator.
- Create and maintain a database of homeowners and record complaints.
- Create, track, and enforce deadlines and actions taken.
- Follow up with each workorder and ensure completion.
- Meet with service coordinator bi-weekly to discuss ongoing service log.
- Create spreadsheets and enter data to track various processes.
- Track paper flow among various parties, which may include group emails and DocuSign.
- Draft correspondence to homeowners in coordination with the team.

- Customer communication notices i.e., commencement letters; inspection appointments; paving notices.
- Create and submit various documents/forms i.e., hot water tank rental documents, lighting. Bell/Cogeco.
- Ensure contract documents are accurate and complete.
- Prepare folders for pre-delivery inspections.
- Maintain file records (paper and digital) of all customer communication.

An ideal candidate will portray the below qualities:

- ✓ Minimum three years' experience in a similar position.
- ✓ Ability to work as part of a team and be a team player.
- ✓ Excellent computer skills using Microsoft Office Suite.
- ✓ Excellent customer service and problem-solving skills.
- ✓ Highly organized.
- ✓ The ability to work under deadlines and to multitask.
- ✓ Excellent verbal and written communication skills.
- ✓ Dispute resolution skills.
- ✓ Client record management skills.

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.