

WARRANTY / CUSTOMER CARE SPECIALIST

COMPANY: Jayman BUILT

LOCATION: Edmonton, AB

TYPE: Full-time

SALARY: \$58,700 - \$74,000

JOB DESCRIPTION

Builder of the year 23 times.
Picture a career with us.

As a full-time Warranty/Customer Care Specialist for our Single-Family division, you are based in Edmonton and are responsible for the following:

WHAT YOU WILL BRING TO THE TABLE:

- ▶ Strong maintenance skills – Jack/Jill of all trades
- ▶ Ability to use your own tools to complete required work.
- ▶ Strong ability to be proactive and adapt to continually shifting priorities.
- ▶ Excellent attention to detail
- ▶ Strong sense of urgency and an ability to meet various deadlines.
- ▶ Well-developed communication skills
- ▶ Exceptional customer experience skills
- ▶ Post-secondary education/certification in the building trades considered an asset.
- ▶ 3-5 years of experience in the warranty and service field with a general understanding of ANHWP considered an asset.

102, 5083 Windermere Blvd, Edmonton, AB T2Z 3X1
PHONE 403.258.3772 FAX 403.253.3576

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- ▶ Strong familiarity with technology including iPads/Surface and basic office software such as Microsoft Office considered an asset.
- ▶ Demonstrated respect for customers, trades and Jayman team members, even in challenging situations.
- ▶ Valid Driver's license required.

A DAY IN THE LIFE OF A WARRANTY/CUSTOMER CARE SPECIALIST:

- ▶ Schedule appointments with Jayman customers
- ▶ Coordinate various trades to complete work as required.
- ▶ Lead with pride in both appearance & behaviour while on-site.
- ▶ Responsible for signing off both 2-month & 11-month service requests.
- ▶ Strong organizational skills with handling various impromptu or emergency calls
- ▶ Follow Jayman's processes & procedures to ensure Customer Experience excellence.
- ▶ Service and maintain Jayman Sales Centres and Show Homes
- ▶ Perform a variety of hands-on repairs in customer homes.
- ▶ Maintain a team environment through high-quality communication with customers, trades and Jayman team members.

AS A 2023 BEST MANAGED COMPANY, WE WILL PROVIDE YOU WITH

- ▶ Salary range: \$58,700.00 – \$74,000.00
- ▶ Bonus potential of 5% of salary paid out annually based on a combination of Customer Experience survey & work performance
- ▶ Additional opportunities to earn sign-off bonuses throughout the year (between 6% - 10% of annual salary)
- ▶ Opportunity to participate in a unique Jayman Employee Investment Program
- ▶ Company vehicle supplied
- ▶ Flexible health and dental coverage
- ▶ Employee matching group RRSP program
- ▶ Opportunity to participate in annual customized education and training programs
- ▶ Opportunity for growth and career advancement

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- ▶ Employee discounts
 - ▶ Annual wellness allowance
 - ▶ Social Club events
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For the last 43 years, Jayman BUILT has been proud to be one of Alberta's top home builders. Join the award-winning team and contribute to our exceptional track record. Please send your resume and cover letter to careers@jayman.com.

We thank all applicants for their interest; however only those selected for an interview will be contacted. No telephone or agency inquiries please.

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