

# CUSTOMER CARE SPECIALIST

**COMPANY:** Jayman BUILT

**LOCATION:** Calgary, AB

**TYPE:** Full-time

**SALARY:** \$70,000.00– \$82,000.00

## JOB DESCRIPTION

Builder of the year 23 times.

Picture a career with us.

Jayman BUILT, one of Alberta's top home builders, currently has openings for a **Customer Care Specialist** within our **Multi-Family division** in Calgary.

As a Multi Family Customer Care Specialist, you are detailed, actionable and have an affinity for the Customer Experience. You have a passion and desire to be a part of the team to provide people with the home of their dreams. You aren't afraid to roll up your sleeves and put in a hard day's work, maybe even get a little dirty. You have a willingness to learn and understand that customer experience is a priority.

*Are you ready to join our team and help provide our customers with a memorable experience?*

## A DAY IN THE LIFE OF A 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

200-3132 118 Avenue SE, Calgary, AB T2Z 3X1

PHONE 403.258.3772 FAX 403.253.3576

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Performance lives here.

- ▶ 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

#### 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
- ▶ 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

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

- ▶ Salary range: \$70,000.00 – \$82,000.00
- ▶ Bonus potential of 5% of salary paid out annually based on a combination of Customer Experience survey results & work performance
- ▶ Additional opportunities to earn sign-off bonuses throughout the year (between 6% - 15% of annual salary)
- ▶ Company vehicle supplied
- ▶ Opportunity to participate in a unique Jayman Employee Investment Program
- ▶ Employee matching group RRSP program

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- ▶ Flexible health and dental coverage
  - ▶ Customized training programs
  - ▶ Opportunity for growth and career advancement
  - ▶ Employee Discounts
  - ▶ On-site gym
  - ▶ Social Club events
- 

For the last 44 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](mailto: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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