



Performance lives here.

WARRANTY / CUSTOMER CARE SPECIALIST

COMPANY: Jayman BUILT

LOCATION: Edmonton, AB

TYPE: Full Time

SALARY: \$58,700 – \$74,000

JOB DESCRIPTION:

Builder of the year 22 times. Picture a career with us.

As a **Warranty / Customer Care Specialist** in **Edmonton**, 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 Warranty / Customer Care Specialist:

- Schedule appointments with Jayman customers
- Coordinate various trades to complete work as required
- Lead with pride in both appearance & behavior 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

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 2022 Platinum-Level Best Managed Company, we will provide you the following:

- 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
- Employee discounts
- Annual wellness allowance

- Social Club events

Do you see the potential? Are you ready to be part of the Jayman Family? Join the award winning Jayman BUILT team and contribute to our exceptional track record, with over 30,000 homes built in the last 43 years. Please apply with your resume & 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.