



SERVICE AND WARRANTY REPRESENTATIVE, CUSTOMER CARE DEPT

The Daniels Corporation builds with a passion for creating vibrant communities in every sense of the word. Daniels looks beyond the bricks and mortar, including social, cultural and economic infrastructures that will create a unique sense of place. This commitment has been an integral part of Daniels' corporate philosophy for over 35 years. Daniels has built more than 30,000 award-winning homes and apartments, master-planned mixed-use communities, and commercial and retail spaces, and has earned its standing as one of Canada's largest and preeminent builder/developers.

Daniels is looking to recruit a full-time Service and Warranty Representative for the Toronto office. The incumbent will provide excellence in customer care and service support for our Warranty Service Department, High-rise division.

Responsibilities

- Conduct in-suite inspections with homeowners, including key release on occupancy date
- Conduct quality control inspections
- Attend periodic homeowner meetings
- Schedule Pre-Delivery Inspection and Service appointments
- Compose and Distribute homeowner letters
- Conduct service calls and prepare and investigate service requests
- Ensure continuous and open dialogue with construction and warranty
- Follow-up internally to ensure completion of work, including trade completions
- Communicate regularly with homeowner with progress updates
- Administration duties which entail data entry, preparation and distribution on monthly statistic reports
- Administration of Tarion's Builder Portal, including data entry
- Scheduling appointments for Yearend Service Manager

Requirements:

- Excellent Customer Service Skills
- Highly motivated and self-starter
- Polished written and verbal communication skills
- Candidate must have a sense of urgency, as well as patience
- Solid Microsoft Office computer skills is required with a focus on Word and Excel
- Experience with QaPad, and Tarion job knowledge would be an asset
- Strong interpersonal skills and ability to work as a team is essential
- Strong organizational, analytical and problem-solving skills is required
- Ability to travel within the GTA as required

The Daniels Corporation welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

If you are interested in this position, please send your resume to customercare@danielscorp.com.

We thank all applicants for their interest in this position, however only applicants selected for an interview will be contacted.