**Customer Service Representative**

**Large Residential Homebuilder**

**Job Title: Customer Service Representative**

**Department: Operations**

**Location: San Francisco Bay Area**

**Key Competencies:**

Experienced Customer Service Representative for a fast-growing residential single family and multi-family home builder in the Northern Ca. Bay area. Please forward your resume immediately for consideration.

**General Job Description**

The Customer Service Representative is responsible for the coordination of the new-home warranty process during the first year of home ownership consistent with company warranty and the program.

**Major Duties and Responsibilities**

Conduct the Home Delivery/Orientation Walk with homeowner and address any outstanding questions, review the customer service program and what to expect. Explain home maintenance requirements, and review emergency/non-emergency procedures.

 Discuss outstanding Home Delivery items with the Construction Supervision Team. Coordinate for all follow-up repairs and be in constant, clear communication with the homeowner.

Work with the Customer Service Center to schedule appointments. Clearly set expectations for the next appointment during each interaction with homeowner.

Repair small items as appropriate.

Schedule, complete and document resolution to any customer service/warranty request in a timely manner.

 Monitor/manage all repairs through completion and homeowner acceptance. Ensure a high quality of service through quality.

 Perform all warranty service inspections in accordance with guidelines.

 Complete weekly reports as required

**Qualifications**

   BA - BS or certification in Residential construction

     3-5 years of customer service experience in a progressively responsible environment.

     5+ years of residential construction industry experience preferred with a major homebuilder.

**Company Profile**

We are a diversified real estate developer and builder with expertise in land acquisition, homebuilding, community and commercial design, and the entitlement process. Our organization operates in Northern and Southern California. We build high-quality homes at competitive prices throughout the state and have positioned our self for the housing market rebound.

Ultimately, this is a hire for your career over the long term which will allow your personal growth in title and compensation. To find out more about this exciting opportunity, please forward a resume to DF DeMers Joint Venture Recruitment or phone number to set up your confidential interview.