



## Customer Care Advisor

*We are seeking an experienced Customer Care Advisor to attend to our customers' needs by providing professional, helpful, high quality service before, during, and after their requirements are met.*

### The role and attributes:

- Knowledge of new home construction; Tarion experience; minimum 3 years.
- Great attitude: Positive, self-motivated, goal driven and tenacious.
- Customer satisfaction driven
- Strong written and verbal communication skills.
- Strong time management and the ability to prioritize.
- Highly organized and ability to multi-task and process large volumes of information.

### About eQ Homes:

- Builder of Choice in the National Capital Region.
- We build lifestyle communities throughout Ottawa.
- We are committed to the best customer experience in Canada!

*Please email your cover letter and resume to*  
[jointheteam@eqhomes.ca](mailto:jointheteam@eqhomes.ca)



## Job Description – Customer Care Advisor

<b>Position Title:</b>	Customer Care Advisor
<b>Department:</b>	Customer Care
<b>Reports to:</b>	Customer Care Manager
<b>Effective Date:</b>	October 2017
<b>Status:</b>	Non-Managerial

### Key Overall Objective of the Position

The key overall objective of the Customer Care Advisor is to ensure high levels of customer satisfaction as measured by AVID Ratings and Tarion through the provision of accurate and timely information and correspondence.

*This Job Description has been prepared to serve as a guideline to provide clarity in the objectives, accountabilities and duties in the performance of daily activities. The content may be subject to change based on input from the employee, staff, or management.*

### Key Accountabilities

- Ensuring high levels of customer satisfaction as measured by AVID Ratings and Tarion.
- Tarion processes, relations and compliance.

### Key Duties

- Complete key touchpoints with new homeowners to include Lot walk; Frame walk; Window measure; orientation.
- Coordinating timely and effective communication with Home Owners, Site Staff and Trades and office staff by email or telephone.
- Complete Home Score sheet on new homes upon handover from production.
- Perform inspections with homeowners for warrantable deficiencies and service enquiries, as required.
- Provide weekly status reports.
- Respond and follow through with homeowners regarding warranty or deficiency enquiries in a timely manner.
- Communicate with homeowners regarding site development enhancements (trees, sod and asphalt).
- Other duties within the scope, spirit and purpose of the job, as requested by management.



## Job Description – Customer Care Advisor

### Key Attributes and Desired Competencies

- Taron experience; minimum 3 years.
- A high level of ethics and integrity in all dealings.
- Strong written and verbal communication skills.
- Proven ability to prioritize based on urgencies.
- Customer satisfaction driven.
- Positive, self-motivated, goal-driven and tenacious.
- Strong time management and the ability to prioritize.
- Highly organized and ability to multi-task and process large volumes of information.

### Minimum Qualifications

- Previous Customer Care experience desirable.
- Strong written and verbal communication skills.
- MS Office suite skills including Word, Excel, and Outlook.
- Suitable office and customer attire at all times also adhering to health and safety requirements while on site.
- Post-secondary education or suitable professional training and experience as an alternative.