

## **CUSTOMER CARE REPRESENTATIVE**

### **JOB DESCRIPTION**

#### **Summary/Objective**

The Customer Care Representative plans, directs, coordinates and manages all aspects of the pre and post construction customer care warranty program in accordance with the Company's Home Builder Organizer and Warranty Programs.

#### **Essential Functions**

Reasonable accommodations may be made to enable individuals with certain disabilities to perform the essential functions.

1. Works with Personal Builders and Sales Team to coordinate activities required to deliver home to the customer and ensures that all required settlement documentation is signed and properly distributed.
2. Performs quality control function in coordination with Personal Builders prior to the final walk through.
3. Establishes Customer Care objectives and performance standards within boundaries of Knez Company Policies and Contract Specifications. Confers with team members to discuss and help resolve matters such as work performance of subcontractors, product defect of suppliers, and reoccurring customer complaints and construction problems.
4. Interpret and explain Knez Homes Policies and Guidelines to clients and make appropriate determinations regarding requested repairs and service.
5. Initiates and maintains a relationship with homeowners to facilitate satisfactory resolution and completion of warranty issues, scheduled warranty inspections, and warranty service requests.
6. Monitors and controls work through administrative direction of company and outside resources to ensure all requests are completed within approved schedule time and within approved budget parameters. Ensures work is primarily performed by the trade partners and suppliers that were responsible for the initial product installation and that the repairs are within the Knez Homes Warranty and Performance Guidelines.
7. Analyze recurring punch list items for potential construction defects, communicate issues to the Production Department, and formulate strategies to resolve the issues.
8. Responsible for maintaining all models, existing buildings, vacant properties, and all office locations.

#### **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

#### **Required Education and Experience**

1. A combination of technical skill, interpersonal skills and education will be considered.
2. A high school diploma or equivalent is required.
3. Trade or Tech School certificate, Associates Degree or Bachelor's degree is preferred, but not required. A degree in a construction related field is preferred, but not required.
4. A trade or skill in general maintenance or residential remodeling or repair is desired, but not required.