

Customer Care Coordinator**Employer Information**

Organization Name: Truland Homes
Job Department: Warranty
Reports to: Dave Higgins, Director of Warranty
Job Location: Pensacola
State: Florida

Purpose:

The Customer Care Coordinator shall live, lead, and work in alignment with the mission, vision, and values of Truland Homes while implementing the company's brand perception. The Role of the Customer Care Coordinator is to provide after-the-sale customer service for all Truland Homes' homeowners from date of closing until expiration of warranties while adhering to Truland Homes' warranty Standards, Policies, and Procedures. The Customer Care Coordinator is directly responsible for follow up communication after services have been rendered to ensure compliance of trades and overall satisfaction of the customer in regard to completed repairs/services.

Education:

High School Diploma
Two Years of relevant work experience

Skills:

- Skillful in the use of MS Office, Excel and Word and able to quickly adapt to industry specific applications.
- Knowledge of manual and computerized record keeping systems and related office equipment.
- Knowledge of construction industry methods, performance guidelines, and standards.
- Ability to perform various tasks while subject to interruption and to perform work per schedules and timelines.
- Ability to represent department goals and objectives.
- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively using tact, patience, and courtesy.
- Excellent customer service skills and attention to details.
- Ability to handle conflict and confrontation with analytical negotiation skills.
- Ability to organize many and varied work assignments.
- Ability to read, interpret, apply, and explain codes, regulations, policies, and procedures.

Tasks:

- The Truland Homes Customer Care Coordinator is the main point of contact for the Warranty Department and is the first line in handling customer service for new and existing homeowners.
- Monitor and maintain communication with customers using email, text, by answering all phone calls, and returning all messages left for the Warranty Department.
- Escalate priority or complex service requests and/or customer issues to the Warranty Director at the request of the customer, or when deemed necessary after all attempts to satisfy a request have been exhausted or have not met the customer's expectations.
- Report and document recurring issues to the Warranty Director for review on a regular basis.
- Enter service orders into the digital environment for distribution to trade partners, and follow up on those service orders before, during, and after completion.
- Coordination of field inspections and/or service calls to homes by the Warranty Technician or by trade partners, to perform warranty repairs, or to investigate requests as being warrantable.
- Reaffirms company policies and procedures as pertains to the warranty agreement entered into with home buyers.
- Inputs and tracks information in the warranty management software.
- Meets with newly retained trade partners to orient them on the warranty process and software.
- Aids the Warranty Director in meeting departmental budgets.
- Works closely with the Warranty Tech and trade partners to make the processes work both timely and smoothly, and to maintain satisfied homeowners.
- Builds informational binders to distribute to home buyers at closing.
- Works 8:00 am to 5:00 pm, on weekdays, with 1-hour break.

Truland Homes, LLC shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. Truland Homes, LLC's commitment to equal employment opportunity applies at all levels of employment, in all job titles, including the executive level, and to all employment actions, including but not limited to decisions concerning recruitment, hiring, training, and promotion.

Please send cover letters and resumes to

Dave Higgins

Director of Warranty

DHiggins@trulandhomes.com