



Customer Care Administrator

We are seeking an experienced Customer Care Administrator to support our Customer Care Team in ensuring that our customers' needs are met through professional, helpful and high-quality service. This position will be located at our Pathways Community.

About us:

We:

- empower our people to strive for creativity, uniqueness and distinction
- are driven by the values of doing the right thing; building well for lasting value, creativity, fun and respect.
- are the Builder of Choice in the National Capital Region.
- build lifestyle communities throughout Ottawa.
- are committed to the best customer experience in Canada!

About the role

The Customer Care Administrator is responsible for:

- coordinating appointments with homeowners and sites for touchpoints.
- distributing and tracking Tarion Warranty Forms.
- maintaining customer data for monthly submissions.
- maintaining Key Performance Indicators (KPIs) reporting.
- coordinating performance audit tracking and preparing status reports for the audits.

About You

You are:

- a positive person who is self-motivated, goal driven and tenacious.
- someone who believes in customer satisfaction.
- proficient in your written and verbal communication abilities.
- skilled in time management and in the ability to prioritize.
- highly organized and ability to multi-task and process large volumes of information.

We offer a dynamic opportunity!! Should eQ Homes and this position be a good match for you, please email your cover letter and resume to: jointheteam@eqhomes.ca

If you are an applicant with disabilities and require accommodations, please let us know in advance so that we may arrange for their provision.