

## Job description

Reco Services, a company within Safeline Group of Companies, which provides third party customer care services for the residential construction industry, is looking for a Customer Care Coordinator to join the Reco Care team. The right candidate will have experience and have the ability to perform a variety of customer care duties such as Pre-PDI and PDI inspections, coordinate trade deficiency completions, assist with Closing/Occupancy day procedures, 30 Day, Year End Warranty submissions, etc.

### Key Responsibilities of Position:

- Coordinate and conduct Occupancy Day Procedures
- Efficiently complete all necessary documentation and reports
- Work closely with construction, trades and all other personnel and assist teams where/when needed to ensure deficiencies are completed and signed off in a timely manner
- Assisting Purchasers with all Tarion Warranty related inquiries and concerns
- Customer service focused with the ability to resolve problems effectively
- Exceptional interpersonal skills with a high level of professionalism
- Strong communication and organizational skills with excellent time management
- Ability to work both independently with minimal supervision and in a team setting
- Excellent verbal and written communication skills
- Proficiency in Microsoft Word, Excel, Outlook and other applications
- Experience working within the residential construction industry with knowledge of the Tarion Warranty and Construction Guidelines and Ontario Building Code

Job Types: Full-time, Permanent

Schedule:

- 8 hour shift
- Overtime pay
- Reliable Vehicle is a must

