

Homecare Coordinator (Job ID: HC-C-202307)

ARISTA HOMES is an established award-winning home builder with over 25 years of building award-winning communities throughout the GTA.

We are currently seeking a skilled Homecare Coordinator to join the 'A-Team'. As a Homecare Coordinator ARISTA Homes, you will play a vital role in coordinating various aspects of home care services for our clients before and after their home closings. Your primary responsibility will be to ensure seamless communication and continuity among different work groups, trades, clients, and team members within the company, ensuring the completion of warranty items and an exceptional customer service experience.

Primary Responsibilities

- Handle incoming calls, returning them within 24 hours, and schedule PDI with clients when needed.
- Conduct pre-closing home inspections and PDIs with clients or their representatives.
- Assist with warranty-related tasks and obtain client sign-offs on PDI.
- Monitor the status of outstanding work orders on service reports and take appropriate action to ensure completion.
- Handle all warranty-related concerns, including 30-Day, Year-End, 2nd Year, MSD's, and other received letters.
- Perform general administration duties and follow company policies and procedures.
- Communicate with trades, schedule service appointments, and resolve client concerns.
- Attend meetings and collaborate with HomeCare Manager and trade supervisors/owners as required.

Requirements and Qualifications

- A high school diploma or equivalent is typically required. Additional education or training in construction, project management, or a related field is beneficial.
- Previous experience in a similar role, such as customer service, construction coordination, or homecare services. Experience in the real estate industry or with a home builder.
- An understanding of the Ontario Building Code and Tarion Home Warranty Guidelines.
- Excellent verbal and written communication skills are essential to effectively interact with clients, team members, and trades.
- Strong organizational skills are important for handling multiple tasks and ensuring smooth coordination of home care services.
- The ability to pay close attention to details during pre-closing inspections, document deficiencies accurately, and follow up on outstanding issues is crucial.
- Problem-solving skills to address client concerns and resolve issues that may arise during the home care process.
- Providing exceptional customer service and maintaining a positive relationship with clients are essential aspects of the role.
- Proficiency in using computers, email, and relevant software applications for administrative tasks and communication is often required.
- The ability to adapt to changing situations and handle emergency calls or unexpected issues is valuable in this role.
- Collaboration with various departments and trades within the organization is essential, so being a team player is highly desirable.

Additional Application Information

Report to: Homecare Manager

Interview Process: 2-3 Stage

Interested candidates should forward a Cover Letter and Resume to humanresources@aristahomes.com and include the Subject line as per the noted job title and Job ID.