

Homeowner Care Coordinator

Department: Projects Date: May 1, 2019
Division: Construction Reference No. BC-PRJCON-190501
Position Type: Part-time
Location: Surrey, BC

Position Profile

You enjoy working in a fast-paced environment and have excellent time management and organizational skills. You have an eye for detail and are a stickler for quality. You have a knack for hands on Construction and Customer Service and have experience ensuring the delivery of top quality units on several residential projects or larger wood frame townhouse/apartment building projects.



Duties & Responsibilities

Quality Control:

- Conduct quality control reviews of homes at various stages of construction for assigned projects
- Provide reports to construction team regarding findings of inspections
- Attend construction quality control meetings
- Conduct, review, and sign off homes from Construction to Homeowner care

New Home Orientation:

- Conduct orientations
- Complete or coordinate repairs identified at orientations prior to possession of homes
- Contact trades to schedule the repairs from orientations
- Review trade work to confirm repairs are completed to the IOM Standard
- Once repairs are complete update the CRM
- Review homes to ensure they are ready for possession
- Inventory maintenance as needed

Home Warranty Service Administration:

- Confirm which repairs are warrantable and non-warrantable
- Address warrantable service requests
- Book additional follow up appointments as needed with homeowners
- Contact trades to advise repairs and book trade appointments to complete repairs as needed



- Follow up with the homeowners as required
- Follow up with trades to confirm repairs are completed to the IOM Standard
- Complete warrantable strata repairs
- Print out work orders generated by CRM. Record notes on the work orders and submit work order to homeowner care for filing
- Other duties as assigned

Qualifications

- Minimum 2 years customer service experience
- Working knowledge of Microsoft Outlook, Excel and Word
- Ability to work without supervision

Education

University or college degree or diploma considered an asset

About IOM

We are Isle of Mann—a vertically integrated group of real estate professionals committed to community growth and business success through disciplined investment and mindful development. Integrity, humility and respect are at the core of who we are.

Our Projects department utilize internal expertise in locating sites that naturally lend to the nuances of quality home living and economic development. Through thoughtful construction practices and a diligent quality control protocol, the vision is executed with competence and care. The seamless integration of our projects within their environments, and the vibrant communities that result, are the hallmark of any Isle of Mann development.

Working at IOM

We are a family—and like family, we support one another and take pride in each other’s success. But also like a family we have high expectations of each other. We work toward ambitious goals that demand top performance at all times—then we strive to do better.

We recognize that talented people want to create and make an impact. To this end, we invest wholeheartedly in the entrepreneurial strength of our team by supplying the tools, training and unfettered access to senior leadership for support and mentorship. As a result, IOM employees are largely self-sufficient, quick learners who can hit the ground running.

We work in cross-functional teams that are driven by results. We check our egos at the door and rely on direct communication. We are casual and approachable, but always professional. We take pride in our work by executing with competence and care. We are passionate about what we do and live for a challenge.

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Please submit resume and cover letter to Careers@IOMPropertyGroup.com with the title of the position in the subject line.

Please, no unsolicited resumes or phone inquiries from agencies. View our [Policy on Unsolicited Resumes](#) on our website.

We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

Isle of Mann is an equal opportunity employer.