

Position – Customer Care Representative – Homebuilding

Company – Construction Grad for Lennar

Contact / Apply to or call with questions – Recruiter Andy Cripe, Construction Grad –
andycripe@constructiongrad.com 720-854-5833

Office Location – Northern Colorado (Fort Collins, Windsor)

Salary - \$40,000 - \$50,000 DOE plus benefits

Start Date – Current - May 2019

Company Description Construction Grad –

Collaborative Recruitment Solutions for the Built Environment.

Construction Grad is a full service recruiting firm serving primarily the Home Building and General Contracting industries. We partner with builders who are looking to expand on their current recruitment efforts and help craft comprehensive long-term recruitment strategies for both Industry and College Recruiting.

Construction Grad was founded on a passion for Team Building and Operational Excellence. We believe that the most successful organizations not only have great culture and solid leadership, but they recruit, train, develop, and inspire talented individuals.

Company Description Lennar –

Since 1954, we've had the privilege of helping over one million families across America move into the next stage of their lives with a new home. We build homes in some of the most desirable cities in the nation and for all stages of your life: first home, move-up home, or a multigenerational home to accommodate your changing family needs. Our communities cater to all lifestyles and include urban, suburban, active adult and golf course living.

Job Description

Summary of Position Requirements

Responds to and handles customer care requests professionally and as quickly as possible. Responsible for evaluating requests, scheduling trades to complete work, issuing service requests and purchase orders, expedite repairs and ensure homeowner satisfaction.

Primary Duties and Responsibilities

- Manages completion of quality home repairs within standards set by company and industry specifications
- Respond to homeowner service calls as assigned by the Customer Care Regional Call Center, Customer Care Coordinator and/or Customer Care Area Manager
- Contact homeowner within 24 hours and inspect calls within 72 hours after receiving service request
- Evaluates homeowner request to determine whether repair is warrantable or the responsibility of homeowner
- Monitors business partners work for completion and satisfaction of repairs
- Open and close Web Requests, Service Requests and Work orders, as needed
- Completes minor home repairs; obtains customer's approval/signature for completed service requests
- Monitors status reports for accuracy
- Expedites emergency repairs
- Assists in maintaining community standards
- Perform Demonstrations, Celebrations and 30 day post close homeowner walks
- Participates in rotation of After Hour On Call

Education and Experience Requirements

- Minimum 2 years customer service experience required, preferably with a homebuilder
- Must possess good organizational and time-management skills, communicate effectively, and understand technical aspects of residential construction
- Able to analyze problems, determine solutions, and produce desired outcome
- Intermediate to advanced PC skills (Microsoft Word and Excel)
- Excellent verbal and written communication skills
- Must possess professional attitude to represent company in a positive manner
- Valid Driver's License and good driving record