

# Storybook Homes

## Assistant Superintendent/Customer Service

### Job Description:

The main function of the Customer Service Representative position is to coordinate and prepare new homes for the walk-through as well as tracking and follow thru on warranty and customer service issues.

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### Major Areas of Responsibility

- ❖ Receiving homeowner customer service requests for corrective or warranty work
- ❖ Determining if customer requests for corrective work is valid
- ❖ Determining the liability of corrective work, pricing corrective work, and relaying the cost of work for approval to the Director of Construction before commencing correction
- ❖ Issuing work orders or purchase orders to the appropriate subcontractors. PO's greater than \$250 require approval from supervisor
- ❖ Reporting to the Director of Construction all unusual or repetitious corrective work
- ❖ Track and review status of all outstanding customer service requests, and prepare a weekly customer service report
- ❖ Keep customer service files organized and up to date
- ❖ Explain warranty performance standards and StoryBook Homes' homeowner manual to homeowners
- ❖ Present him or herself in a professional and courteous manor
- ❖ Strive to keep homeowners satisfied and maintain their good opinion of StoryBook Homes
- ❖ Walk Throughs – preparation for the walk-through
- ❖ Ensuring that walk through items are completed in a timely manner
- ❖ Making punch list on production homes
- ❖ Opening and closing houses
- ❖ Meeting inspectors on job sites
- ❖ Prepping production and rental houses for occupancy
- ❖ Main office repairs
- ❖ Coordinating repairs at Laska residence
- ❖ Carpentry, cabinet flooring, drywall, and painting completion

- ❖ Keeping track of rental properties after termination to prepare for next tenants
- ❖ Keeping track of condition of model homes
- ❖ Meet with Inspector when Superintendent is not available
- ❖ On Call for warranty issues 24 hours a day
- ❖ Working closely with Superintendents scheduling work & inspecting subs work for completion insuring we are delivering houses with Story Book Homes standards

**Reports To: Director of Construction - JEFF**

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**Primary Objective**

To meet and exceed customer service to homeowners regarding warranty issues. Maintain rentals, model homes, and Walk Thrus

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**Required Knowledge, Skills, Abilities, and Education**

- ❖ Must have personal reliable vehicle and clean driving record
- ❖ Excellent customer service interaction
- ❖ Speak and Write proficient English

\*\*\*I understand that this is a general job description and that the duties listed above may vary, be improved upon, or removed depending on need. \*\*\*