



CUSTOMER CARE MANAGER  
TORONTO, ON

### POSITION SCOPE

- Facilitating residential occupancies for luxury condominium developments in Toronto
- Managing customer service, Pre-Delivery Inspections (IPDI & PDI) and post-construction staff
- Managing the setup of Customer Care site offices and being onsite during the inspection and occupancy phases
- Coordinating amendments to Agreements of Purchase and Sale with Purchasers, consultants and Senior Management
- Manage post-purchase issues with Purchasers
- Liaising with lawyers regarding disputes, preparation of draft defense statements & relevant file history & documentation submitted to lawyer; attendance as company representative at Tarion License Appeal Tribunals
- Reviewing Project Condominium Documents with lawyers and Development Team to ensure accuracy for revised final editions
- Managing customer information management software for deficiency & warranty tracking and reporting
- Participation in marketing efforts; offering feedback on initiatives, collaborating with other team members on developing content and copy for Freed Factor newsletters, company e-blasts & other and communications
- Managing homeowner surveys
- Coordinating and participating at Customer Care homeowner information events
- Allocating parking and locker spaces to purchasers and resolving all related disputes

### WORKING WITH HOME PURCHASERS

- Ensuring that the Purchaser's experience is positive and that Purchasers are kept up to date on the status of their purchase/occupancy
- Responding to all questions and concerns from time of purchase
- Providing a breakdown of the step by step process from the point of purchase through to final closing and educating the Purchaser on their responsibilities for interim and final closings; providing pertinent information regarding
- PDI's, interim obligations, move ins, deficiencies & warranty, and final closing
- Coordinating PDI, and interim closing schedules with homeowners
- Notifying Purchasers of delays to PDI and/ or occupancy dates and managing Purchaser expectations
- Dealing with all homeowner escalations and providing recommendations to senior management.

## TARION

- Liaising with Tarion representatives regarding Delayed Claims, Warranty Assessments and other issues
- Managing the Tarion registration and renewal for all projects
- Managing the Tarion home/suite enrolment process and ensuring all CCP's are entered on the Builder Portal
- Maintaining an excellent working relationship with Tarion Builder Relations Department and Field Representatives
- Ensuring compliance with Tarion Warranty rules & regulations
- Ensuring deficiency completion occurs within required deadlines
- Reviewing & processing Delayed Occupancy Claim forms to ensure only legitimate claims are paid
- Ensuring Tarion forms are correctly filled out and submitted within deadlines
- Mitigating conciliations and managing the process to successful resolution

## LEGAL

- Reviewing Purchaser files and sales reports to reconcile information used for occupancies
- Collecting homeowner solicitor information and distributing to legal team in preparation for occupancy and closing
- Creating and maintaining up to date occupancy & closing date schedule
- Issuing legal occupancy date, closing date, and delay notices in accordance with the timelines specified in Agreement of Purchase & Sale (and the Condominium Act, and Tarion Warranty Corporation regulations) and distributing to legal team for their records
- Reviewing Condominium Documents with lawyers to ensure accuracy of revised edition
- Coordinating with legal team to ensure a seamless turnover of homeowner suite keys and closing package
- Meeting with Construction Management Team to ensure units ready for PDI & occupancy, monitoring their progress and pushing them to complete units to the highest degree possible within the required timelines
- Ensuring that unit turnover for PDI & occupancy is to Freed (and Tarion) standards

## DESIGN

- Providing on-going advice, support and issue resolution assistance to design consultants
- Collaborating to resolve issues with floor plans, unit configuration and upgrade deficiencies
- Proof-reading and drafting copy for Design Centre correspondence and marketing materials

## CONSTRUCTION

- Establishing and maintaining up to date PDI and closing schedules for distribution to construction and customer service teams, maintaining up to date calendar and issuing revised lists as delays occur
- Coordinating with construction to provide weekly metrics reports
- Create budgets for all Customer Care project expenses

## PROPERTY MANAGEMENT

- Helping to ensure building contracts are approved and executed, and resources are in place (phone lines, furniture, etc) for Property Management staff ahead of building occupancies
- Conducting pre-occupancy tours of the building to familiarize staff with the project ahead of occupancies Coordinating
- Canada Post Mail delivery and mail box numbering and arranging for inspection and commencement of delivery
- Coordinating move ins and key release to homeowners with property management team and concierge
- Providing up to date schedules and lists regarding interim and final closing dates, lockers & parking
- Collaborating with concierge and property manager to resolve homeowner concerns and issues

## STAFFING & SOFTWARE

- Managing post-construction service team (including PDI Inspector, Customer Service Coordinator, Post- Construction Manager, (key runners, handymen)
- Ensuring customer service staff meet their responsibilities and respective job descriptions and are consistently working to improve the homeowner experience, and the move in and warranty process follow up
- Ensuring that customer service team operates in accordance with Company policy, Tarion guidelines and all required timelines
- Coaching and developing staff to peak performance and actively managing disciplinary issues with HR.
- Conducting hiring interviews and creating a positive working environment
- Strong employee engagement skills and acumen
- Intermediate or above level capabilities with Microsoft Suite
- Familiarity with H.O.M.E.S construction management software

PLEASE SUBMIT ALL RESUMES TO [CAREERS@FREEDDEVELOPMENTS.COM](mailto:CAREERS@FREEDDEVELOPMENTS.COM)