

Job Title: Customer Service Coordinator Department: Customer Service Reports To: SF Home Building Director	FLSA Status: Non-Exempt Supervises Others: No Number of Supervises: 0
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Position Summary:
Primary responsibility is to serve as first point of contact for homeowners on customer service and warranty requests. Coordinator will conduct initial analysis of the customer issue to determine the appropriate course of action.

- Position Responsibilities:**
- Primary point of contact for homeowners and serves as the resource for information and problem-solving for homeowners as well as field personnel.
 - Conduct initial analysis of customer issue determine appropriate course of action
 - Coordinate with field staff to assess any homeowner issues and assist in determining and documenting root cause
 - Track and report ongoing or repetitive issues
 - Work directly with homeowners, field staff and trades to schedule customer service appointments
 - Communicate daily with all homeowner scheduled appointments
 - Ensure trades complete customer service request to homeowner satisfaction
 - Document all communications in CORE system
 - Establish and maintain positive homeowner relations
 - Effectively utilizes technology and processes to drive efficiency
 - Provides other administrative support to all departments as needed

- Essential Skills and Experience:**
- Proficiency with Microsoft Office software, including MS Word, MS Excel and MS PowerPoint
 - Good communication skills, both verbal and written, as well as the ability to deal with people in a professional manner
 - Time management and organization skills, with the ability to handle multiple tasks and to prioritize situations requiring urgent attention

- Non-Essential Skills and Experience:**
- Customer service and scheduling experience preferred

- Minimum Qualifications Required:**
- High School or equivalent education

Physical Demands and Work Environment:
This position is primarily in a comfortable office environment. Position requires sitting, stooping, occasionally lifting up to 20 lbs. Use of a computer is frequent. Must be able to use general office equipment.

Must be able to participate with others in the field environment, which involves being outside and in construction zones.

Position will involve frequent interaction with individuals and groups.

General Sign-Off: The employee is expected to adhere to all company policies and to act as a role model in the adherence of policies and company values.

I have read and understand this explanation and job description.

Signature: _____ **Date:** _____