

Job Title: Customer Service Field Representative Department: Customer Service Reports To: Building Division Manager	FLSA Status: Non-Exempt Supervises Others: No Number Supervises: 0
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Position Summary:
Responsible for performing pre-inspecting and/or warranty service work on homes.

- Position Responsibilities:**
- Respond to field service request at the direction of the Customer Service Coordinator
 - Perform minor detail work and minor repairs at the direction of the Superintendent
 - Coordinating the workflow and activities of multiple trade contractors to prepare a house for the homeowner orientation
 - Accompany building inspectors on the final inspection to receive the certificate of occupancy
 - Assist Superintendent in coordination of deficiency corrections during the construction or warranty phase.
 - Verify all service work is responded to in a timely fashion and complete to the buyer/customers satisfaction
 - Meet with buyers for their homeowner orientation. Provide product and warranty information during the orientation.
 - Communicate with sales agents on homeowner orientation and closing dates
 - Inspecting and maintaining standing inventory units
 - Ensuring quality assurance and customer satisfaction are maintained throughout the construction and warranty process
 - Other duties as assigned

- Essential Skills and Experience:**
- A proven record of providing excellent internal and external customer service
 - Superior communications skills, both verbal and written
 - Proficient with computers and skilled in Microsoft Office software including MS Excel and MS Word
 - Excellent organization skills and the ability to manage multiple projects simultaneously
 - Ability to work independently with occasional supervision, assess situations and solve problems as they arise

- Minimum Qualifications Required:**
- High School diploma or equivalent experience
 - General knowledge of construction industry helpful but not required
 - Good communication skills and customer focused
 - Basic repair skills

Physical Demands and Work Environment:
This position requires moderate intermittent physical strength and effort daily. Work includes lifting and loading of heavy objects (up to 100 lbs), pulling, pushing, standing or walking for the full work day may also be required. Driving in adverse weather and trouble some road conditions may be required.

Must be able to travel locally up to 50% of the time.

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:** _____

This is not intended to be an exhaustive listing of all skills, duties or responsibilities associated with the job. Management reserves the right to review the job or to require that other or different tasks be performed, should circumstances change (i.e. changes in personnel, workload or technical developments).