

# STREETCAR™

RETHINK URBAN LIVING

Streetcar Developments enjoys a hard-earned reputation as a Toronto developer who invests in exciting neighbourhoods, improving the quality of entire communities. Every one of our celebrated residential projects integrates seamlessly into its surroundings, respecting the historic look and feel of the area while providing a glimpse into what could be.

Our unwavering commitment to build a more livable and culturally rich Toronto has allowed us to attract the absolute best and most passionate talent.

*Streetcar is currently seeking qualified, ambitious and driven individuals to join our team in the following role:*

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## Customer Service Manager

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### PRIMARY RESPONSIBILITIES:

- Management of personnel resources
- Participate in project planning/construction meetings; offer insight into selected materials from a customer service perspective
- Establish and enforce site processes
- Review and implement best practices processes and procedures on all administrative and operational activities within the department
- Establish and maintain professional working relationships with purchasers, staff, trades, construction and suppliers
- Managing tasks through to completion; documenting and reporting on progress
- Managing company database related to Customer Service matters
- Ensure prompt and accurate processing by the service team
- Project managing Performance Audit completion while working with trades/suppliers to facilitate repairs
- Ensure effective scheduling of resources in an appropriate manner to respond to Customer service volumes
- Responsible for administrative and operational duties to ensure required audits and verifications are carried out according to company policies
- Act as escalation point in Customer inquiries/troubleshooting with regards to PDI lists, 30 day lists, 12 month inspection and two year inspection lists. Work with team to address issues immediately
- Be a liaison with Tarion New Home Warranty Corporation, Property Management and Condo Boards
- Monitor and manage performance by setting and regularly reviewing departmental and individual goals with your team

### QUALIFICATIONS:

- Minimum 5+ years residential condominium experience in a Supervisor/Management level role focused on customer service/experience
- Completion of post-secondary degree in a related field of study
- Superior knowledge of warrantable issues and Tarion Warranty Guidelines
- Understanding building codes, safety guidelines and regulations
- Knowledge of equipment maintenance, use, repair and operation
- Knowledge of blueprints, drawings and models
- Experience creating and maintaining project reports
- Demonstrated ability to communicate effectively in conflict and other situations that may require tact, diplomacy and discretion
- Strong negotiating skills to reconcile differences with purchaser, trades, construction and staff

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- Flexibility to changing work conditions including interruptions and multi-tasking while still being productive
- The desire to provide industry leading Customer Experience and consistently exceed customer expectations
- Excellent interpersonal, presentation, and communication skills (both verbal and written) and strong conflict resolution skills
- Ability to manage multiple projects simultaneously while maintaining exceptional attention to detail
- Highly self-motivated, with an entrepreneurial spirit and strong ability to prioritize
- Ability to work independently and under pressure
- Team oriented and effective working in a collaborative team environment and acting as a positive relationship conduit
- Financial and business acumen to effectively manage costs and budgets
- Support an environment that promotes teamwork and supports corporate success
- Ability to exercise the utmost confidentiality regarding all details, discussions and information exchanged
- Demonstrated proficiency with computer systems, (i.e., Word, Excel)

To express interest in this exciting opportunity, please apply in writing by electronic mail, with a copy of your resume to:

**Streetcar Developments**  
**e-mail: [careers@streetcar.ca](mailto:careers@streetcar.ca)**  
**Attn: HR / Wendy Stewart**

*No agencies please.*