

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 Administrator

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### PRIMARY RESPONSIBILITIES:

- Coordinates follow up activities with purchaser, construction and service/warranty teams for service warranty issues
- Receives, documents and communicates homeowner inquiries to appropriate trades and departmental associates and provides timely responses to the homeowner
- Enters and completes work orders in database programs
- Tracks and follows up on work order completion and provide timely, accurate responses to inquiries
- Works in conjunction with Warranty Co-ordinators on warranty/service items
- Assists with compiling and distributing various communications to homeowners (i.e. new home packages, key packages etc.)
- Attend Customer Care or Tarion seminars and attends home purchaser functions as required
- Complies with legal, legislative and corporate safety requirements
- Assist other associates when required in the interest of the Customer Care department

### QUALIFICATIONS:

- The desire to provide industry leading Customer Experience and consistently exceed customer expectations;
- A minimum of 1-2 years' experience in administration or similar role is required
- Experience in the condominium/home construction industry
- Knowledgeable in Tarion Construction Performance Guidelines
- Post-secondary education is preferred
- Strong interpersonal skills
- Strong customer service experience
- Excellent organizational and planning skills to meet timelines
- Excellent verbal and written communication and the ability to communicate information with professionalism
- Flexible to challenges as they arise and the ability to remain calm under pressure
- Ability to handle confidential/ sensitive information with discretion and maturity
- Demonstrated ability to communicate effectively in conflict and other situations that may require tact, diplomacy and discretion
- Microsoft Office applications Excel, Word, Outlook.

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.*