

|  |  |
| --- | --- |
| **COMPANY:** Edenshaw Management Limited | **LOCATION:** Mississauga, ON |
| **TITLE:** Customer Relations- Product Delivery Coordinator | **JOB TYPE:** Full-Time / Permanent |
| **REPORTING TO:** Team Lead, Customer Relations | **CONTACT:** Careers@edenshaw.com |

**COMPANY BACKGROUND:**

Edenshaw Developments Limited is a mid sized multi-family and high-rise residential developer based in Mississauga, Ontario and dedicated to complementing and enhancing the neighbourhoods in which it builds. With mindfully designed residences and thoughtfully planned, life-enriching amenities – we’re not just building properties we’re crafting communities.

**SCOPE**

Reporting to the Team Lead, Customer Relations, the Product Delivery Coordinator will act as the “face” or “company ambassador” for Edenshaw and will liaise with purchasers and keep them informed about the status of their home, preparing communication to purchasers, and assisting through the various stages from pre-construction, color /finishes selection, suite personalization, and warranty phases. He/she will also be responsible for record keeping systems and will act as the conduit for homeowners and will work closely with the construction, marketing and finance teams and consultants. The Product Delivery Coordinator will provide professional and exceptional service to our purchasers.

**RESPONSIBILITIES**

* Liaison between purchasers, and all departments; provide follow-ups and outcomes.
* Perform administrative duties.
* Respond to all purchasers’ correspondences (phone calls, emails, in person etc.)
* Attending all company facilitated homeowner gatherings, may require working after hours and weekends.
* Keep our purchasers informed on the status of their home/ deficiencies.
* Schedule Décor, Pre-Delivery Inspection (PDI) and warranty appointments, follow up to inquire about the experience.
* Work closely with construction and finance department.
* Prepare and distribute notices to purchasers.
* Prepare and distribute educational materials to purchasers.
* Prepare PDI and Occupancy packages.
* Work closely with team members to provide valuable input on the project status.
* Maintain the customer relations management program and construction portal.
* Assist with the development and maintenance of our proprietary CRM program.
* Assist the department Team Lead with all stages of the pre-construction home owning process.

Color and Suite Personalization and Preferred Parking Program (PPP)

* Support the team with the set up and implantation of the décor and PPP program.
* Book appointments and discuss options with the purchaser.
* Track all activity and ensure no suite was missed and deadlines are achieved.
* Assist with administrative duties as needed, including but not limited to, tracking submission status, payments, follow-ups, etc.
* Work with the Construction and Project Management (PM) department to ensure all choices are recorded and communicated accurately.
* Assist with reviewing and confirming the accuracy of submitted reports.
* Assist the Project Management Team with confirming the order with trades.

Warranty (working at site)

* The Product Delivery & Warranty Coordinator takes a supporting role for the warranty program.
* Be up to date on outstanding deficiencies and plans for completion.
* Conduct Quality, PPDI, PDI, Key release, 30-Day, Mid-Year, Year-end, and Second Year-end year inspections
* Keep purchasers updated on the progress of their suite.
* Ensure the warranty schedule is followed and red flag any outstanding suites to construction and team lead.
* Respond to purchasers in a timely manner, assist with emergencies.
* Prepare and monitor weekly warranty reports for management to review.
* Maintain all warranty service requests and ensure compliance with building code and Tarion.
* Be the liaise between Property Management, Trades, Construction, and the Purchaser
* Maintain office supplies and keep files organized and updated.
* Key runner when security is not available.

Performance Audit

* Assist Team Lead as the builder representative and liaise between Property management, Tarion, Construction, and trades.
* Inspect and report the completion of the items listed on the pre-tech audit to Team Lead. Once approval is received, update and maintain the PATS (Performance Audit Tracking Summary) tracking report.
* Maintain Documentation of completed items for submission to Tarion.
* Track and maintain items reported by property management.
* Work closely with Property management for the completion of the Performance Audit
* Follow up with trades for completion of their respective items and maintaining deadlines.
* Enforce Tarion rules are followed and clearly advise Property management of items that are warranted and not warranted.
* Coordinate with trades and unit owner to schedule deficiency repair appointments.
* Maintain all warranty service requests and ensure compliance with Tarion guidelines.
* Maintain office supplies and keep files organized and updated.

**QUALIFICATIONS**

* Previous experience working in a similar role
* Microsoft Office
* Tarion and Building Codes
* Procore

**INCLUSIVENESS**

At Edenshaw, we are committed to fostering an inclusive, accessible environment, where all employees and customers feel valued, respected, and supported. We are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. We strive to build a high-performance team and a culture of psychological safety, professional growth & development and fun. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, or accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.

|  |  |
| --- | --- |
|  |  |