

POSITION INFORMATION SUMMARY

JOB SUMMARY: Customer Service Manager

The Customer Service Manager is responsible for the overall customer service activity and processes in multiple communities. He or she must maintain a schedule and budget, which includes ordering materials and scheduling subcontractors to complete outstanding issues in a timely manner. The Customer Service Manager must practice open and clear communication with homeowners, upper management, in-house trades and subcontractors. He or she is a representation of the product and the company in the field. He or she must insure that each project is stringently maintained using best management practices and overall quality requirements. The Customer Service Manager is responsible for monitoring and inspecting team labor and sub-contractors to insure the overall quality of the product. This position also provides administrative and organizational support to sales and the site managers.

Primary Duties and Accountabilities

Primary Functions

- Responsible for all aspects of customer service
- Manages sub-contractors and construction labor to complete repairs in a timely manner
- Manages Customer Service Technician
- Typically reports to the Vice President of Construction

Day to Day Responsibilities

- Schedules Quality Walks with Site Manager
- Schedules Homebuyer Walk-Through Orientation
- Orders materials and labor
- Attends meetings with other departments to keep abreast of current issues
- Maintains Best Management Practices (BMPS)
- Work close with Sales and Escrow on closings
- Maintains and oversees warranty manuals
- Maintains and enforces company quality standards
- Maintain clear and open communication with homeowners
- Maintain open and clear written, verbal communication with sub-contractors, Site Managers, team members and appropriate office personnel
- Motivate and mentor a culture of continuous success
- Assessing warranty repair schedule with sub-contractors
- Inspect sub-contractors repairs to assure the quality meets RSI standards
- Provide weekly progress reporting to the VP of Construction
- Update warranty report weekly
- And other duties as assigned

Education Level

- A minimum of ten years of construction management experience
- Minimum of high school diploma or equivalent
- College or trade school degree preferred

Experience Required

- Proficient in Microsoft Word, Excel, and Outlook required as well as effective use of the internet
- Proven experience in building credible relationships with team leaders and sub-contractors, office personnel and municipal agencies
- Ability to influence management in order to meet business objectives
- Experience should include managing multiple projects and deadlines in a fast-paced environment
- Background in all aspects of residential construction and construction management (knowledge of framing, finish carpentry, cabinetry and countertops preferred plumbing and electrical)

Personal Attributes Required

- Ability to prioritize multiple tasks
- Attention to detail and accuracy
- High energy level, strong work ethic, able to be effective in an entrepreneurial, fast paced, ever-changing environment
- Ability to effect change by influencing rather than direct management; strong consultative skills
- Ability to remain flexible, open-minded, re-prioritize and respond to changing demands or focus areas
- Professional and confidential in all interactions; project positive company image

- Excellent written and oral communication skills
- Ability to work under pressure to meet strict deadlines and goals
- Ability to manage a team of various skills and abilities
- Strong customer service skills
- Ability to lead in a team environment
- Ability to work successfully with all levels inside and outside of the organization
- Excellent time management skills
- Aptitude to dig into issues and find solutions

Compensation and Benefits

- Competitive salary and medical benefits package, which includes; medical with vision, dental, flexible spending accounts, paid vacation and holidays, 401(k) Plan and an excellent supportive work environment.
- Salary Range: Dependent on Experience

Pre-employment Drug, Driving and Background Check Required
RSI Development LLC is an Equal Opportunity Employer

Note: Information submitted without salary requirements will not be considered.