

## Homecare Coordinator (Job ID: H-HC-202501)

**ARISTA HOMES, an award-winning home builder with over 30 years of experience creating exceptional communities, is seeking a dedicated and passionate Homecare Coordinator to join the esteemed ARISTA "A" Team. Renowned as a top builder in the GTA, ARISTA HOMES is committed to delivering exceptional customer satisfaction by working closely with our trade partners to deliver a deficiency-free home!**

**As a Homecare Coordinator, you will be key to the companies success, coordinating various aspects of warranty services for our clients pre and post closings. Your primary responsibility will be to ensure seamless communication and continuity among different work groups, trades, clients, and team members within the company, ensuring the completion of warranty items and an exceptional customer service experience.**

### Primary Responsibilities

- Scheduling and conducting pre-closing home inspections and PDIs with clients or their representatives.
- Investigating and reporting deficiencies items
- Assist with warranty-related tasks and obtain client sign-offs on PDI.
- Monitor the status of outstanding work orders on service reports and take appropriate action to ensure completion by communicating with trades and maintaining service appointment schedules.
- Handle warranty-related concerns, including 30-Day, Year-End, 2nd Year, MSD's, and other received letters.
- Perform general administration duties such as phone calls with trades and purchasers, assisting in resolving client concerns.

### Requirements and Qualifications

- A high school diploma with extensive experience of home finishes via similar roles, such as construction coordination, assistant finishing super, service technician / handyman, or equivalent. Additional education or training in construction, project management, or a related field is an asset.
- An understanding of the Ontario Building Code and detailed knowledge of Tarion Home Warranty Guidelines.
- Excellent verbal and written communication skills are essential to effectively interact with clients, team members, and trades.
- Strong organizational skills are important for handling multiple tasks and ensuring smooth coordination of home care services.
- The ability to pay close attention to details during pre-closing inspections, document deficiencies accurately, and follow up on outstanding issues is crucial.
- Problem-solving skills to address client concerns and resolve issues that may arise during the home care process.
- Providing exceptional customer service and maintaining a positive relationship with clients are essential aspects of the role.
- Proficiency in using computers, email, and relevant software applications. Constellation NEWSTAR is an asset
- The ability to adapt to changing situations and handle emergency calls or unexpected issues is valuable in this role.
- Collaboration with various departments and trades within the organization is essential, so being a team player is highly desirable.

### Additional Application Information

**Report to:** Homecare Manager

**Interview Process:** 2-3 Stage

**Interested candidates should forward a Cover Letter and Resume to [humanresources@aristahomes.com](mailto:humanresources@aristahomes.com) and include the Subject line as per the noted job title and Job ID.**