

CENTRAL SERVICES CUSTOMER CARE MANAGER

COMPANY: Jayman BUILT

LOCATION: Calgary, AB

TYPE: Full-time

CUSTOMER CENTRIC | LEADER OF PEOPLE | MOTIVATOR | RESULTS DRIVEN

JOB DESCRIPTION

Picture a career with us!

At Jayman BUILT, we believe in developing exceptional leaders who inspire their teams to consistently perform at the highest level. As the **Central Services Customer Care Manager – Calgary Single Family and Multi-Family**, you will not just lead a team—you will **motivate, guide, and empower** them to deliver outstanding results. Reporting directly to the **Chief Operating Officer**, you will embody our commitment to excellence, operating with a **sense of urgency** and driving success by **making things happen through your team**.

Exceptional Customer Experience is a cornerstone of Jayman BUILT's values. We are dedicated to providing outstanding communication and support to our customers throughout the entire home-building journey, ensuring their experience is seamless and memorable.

Jayman BUILT has been named *Builder of the Year 25 times* and is a recent recipient of **Best Customer Experience - Single Family Calgary - Large Volume**. We are proud to provide a supportive environment where your leadership can shine and help our customers realize the dream of homeownership.

200-3132 118 Avenue SE, Calgary, AB T2Z 3X1

PHONE 403.258.3772 FAX 403.253.3576

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A DAY IN THE LIFE OF THE CENTRAL SERVICES CUSTOMER CARE MANAGER:

As a results driven leader, your role will focus on:

- ▶ Training, mentoring, and leading a high-performing team of 10+ Warranty Services Specialists and an administrative team.
- ▶ Ensuring safe work practices for all team members and suppliers.
- ▶ Proactively managing workloads and allocating resources efficiently to meet customer and organizational needs.
- ▶ Collaborating with suppliers to ensure timely trade scheduling, quality work completion, and warranty commitments are upheld.
- ▶ Resolving customer concerns with professionalism and following up to ensure satisfaction.
- ▶ Conducting scheduled calls with all customers to ensure consistent, proactive communication and address any questions or concerns throughout their home-building journey.
- ▶ Partnering with the sales team to maintain impeccable show homes and sales centers year-round.
- ▶ Fostering a team-oriented environment with clear communication across customers, trades, and internal teams.

WHAT YOU BRING TO THE TABLE:

We are looking for a leader of people who thrives in a dynamic, customer-focused environment:

- ▶ **Education & Experience:**
 - ▶ Post-secondary certification in building trades (e.g., carpentry, drywall, finishing).
 - ▶ 5+ years in warranty and service roles, with familiarity with ANHWP.
- ▶ **Leadership Excellence:** Proven ability to motivate, teach, and inspire teams while maintaining accountability.
- ▶ **Customer-Centric Approach:** Exceptional interpersonal, communication, and negotiation skills.
- ▶ **Results-Oriented Mindset:** Operates with a sense of urgency, meets deadlines, and consistently drives performance.

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- ▶ **Tech-Savvy:** Comfortable with technology, including tablets (iPads/Surface) and office software like Microsoft Office.
- ▶ **Other Skills & Certifications:**
 - ▶ Strong ability to adapt to shifting priorities and stay proactive.
 - ▶ Attention to detail, budget management skills, and scheduling expertise.
 - ▶ Valid Standard First Aid, CSTS, WHMIS certifications, and a clean driving record.

WHAT WE OFFER:

At Jayman BUILT, we invest in our people:

- ▶ **Compensation:**
 - ▶ Salary: \$105,000.00 - \$135,000.00
 - ▶ Bonus potential: 5% of salary, with additional monthly performance bonuses (10%-20% annually).
- ▶ **Growth Opportunities:**
 - ▶ Annual customized training and education programs.
 - ▶ Clear paths for career advancement.
- ▶ **Benefits & Perks:**
 - ▶ Employee matching RRSP program.
 - ▶ Unique Employee Investment Program.
 - ▶ Flexible health and dental coverage.
 - ▶ Company-supplied vehicle.
 - ▶ On-site gym.
 - ▶ Discounts, Social Club events, and more!

For the last 44 years, Jayman BUILT has been proud to be one of Alberta's top home builders. Join the award-winning team and contribute to our exceptional track record. To apply please follow the link:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=f365331c-8337-4cd0-889d-3a12856b99a3&cclid=9200728479188_2&lang=en_CA

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We thank all applicants for their interest; however only those selected for an interview will be contacted. No telephone or agency inquiries please.

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