



## CUSTOMER Care Coordinator

**Department:** Rush Residential, *a division of The Rush Companies*  
**Reports To:** Sales/Marketing Manager  
**FLSA Classification:** Hourly  
**Date:**

### Summary:

The Rush Companies has more than 35 years' experience and a strong reputation for timely delivery of quality single-family homes and commercial buildings. Our teams are focused on doing incredible things every day in support of our vision of **Building an Exceptional Future, TOGETHER**. We stand proud of our collective efforts that allow us to create communities where people love to live and work.

The Customer Care Coordinator is responsible for customer communications on home orientations, performs Quality Control inspections and conducts Homeowner Orientations. Process Warranty claims from Homeowners and coordinates with subcontractors/suppliers, Warranty tech and homeowners for inspections and repairs. Acts as vital company liaison between Rush Residential and their clients, subcontractors, and vendors with regards to performing customer service responsibilities. Input, monitor, and analyze Customer concerns and corrections using key data points to facilitate continuous improvement and conduct regular communications with the home building team and suppliers / vendors.

### Essential Duties & Responsibilities:

- Process and dispatch all Warranty issues across all projects
  - Manage warranty schedule and tracking database
  - Customer follow up in timely manner to correct deficiencies and address concerns
  - Coordinate the ordering, scheduling, delivery / installation of warranty related issues
- Communications
  - Clearly communicate with buyers on Home Orientations, to prepare them for their Orientation and manage expectations.
  - Coordinate support with Superintendents of production teams to assist in Warranty items as needed
- Quality Control and Homeowner Orientation
  - Maintain proper Quality Control and Orientation processes

- Create and continuously improve homeowner manuals and education materials
- Preview homes prior to delivery to ensure customer expectations will be met
- Conduct quality control inspections, orientations and key turnovers for every home delivered
- Ensure items from orientations are completed prior to closing and acquire customer sign off for completed items

#### **Supporting Duties & Responsibilities:**

- Select Administrative responsibilities for department
- Assist co-workers as needed
- Develop strong working relationships with subcontractors and vendors

#### **Work Styles and Habits**

- Customer focused
- Regular, reliable, and on-time attendance, including ability to respond outside of regular hours
- Exceptional communication and time management skills
- Strategic thinking and problem-solving skills
- Goal oriented, self-motivated, and accountable
- Possesses a natural sense of urgency
- Strong leadership skills
- Ethical and honest
- Collegial, cooperative, and respectful of all team members
- Industrious, uses time well
- Lifelong learner (hours of training)
- Committed (willing to do what it takes)

#### **Job Requirements:**

##### ***Education:***

- Bachelor's degree in construction management from an accredited college or university preferred  
OR  
Equivalent related experience in a construction firm

##### ***Experience:***

- 3+ years in Customer Service residential construction
- Knowledge of residential construction and warranty practices
- Knowledge of transactional interface between Real Estate Sales, Lender, and Title / Escrow teams is helpful.

##### ***Special Skills:***

- Proficient in Microsoft Office Suite (Outlook, Excel, Word, etc.)
- Experience with industry business software (i.e. HomeFront, Sage 300 CRE, and TimberScan) preferred.

***Certifications and/or Licenses:***

- Valid Driver's License

**Physical Requirements:**

- Move about the prospective client home; walks job sites; occasionally moves about the inside of office to access file cabinets, office machinery, etc.

Our team members at The Rush Companies have a strong reputation for exercising integrity, good judgment, and sound business practices in our dealings with clients, consultants, subcontractors, and suppliers. We are committed to selecting only those individuals who share in our loyalties while also maintaining our standards of quality and safety.

For more information about The Rush Companies or the application process, go to:

<http://www.therushcompanies.com/rushcareers>

**How to Apply:**

Please send cover letter and resume to [jobs@therushcompanies.com](mailto:jobs@therushcompanies.com) or via U.S. mail to:

The Rush Companies  
c/o Human Resources  
6622 Wollochet Dr NW  
Gig Harbor, WA 98332

Equal Opportunity & Drug-Free Employer

*Disclaimer: This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job duties and responsibilities.*