



CUSTOMER EXPERIENCE MANAGER

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 Experience Manager is responsible for delivering an exceptional customer experience for our homeowners beginning with new home orientations through their warranty period. The Customer Experience Manager conducts Homeowner Orientations giving our new homeowners a in depth tutorial on how their new home features and how they function. 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 facilitates continuous improvement and conduct regular communications with the home building team and suppliers / vendors. The Customer Experience Manager will have a critical role in the HOA administration to align our customer experience expectations with the operations of the Homeowners Association.

Essential Duties & Responsibilities:

- Process and dispatch all Warranty issues across all projects
 - Align with our extended warranty provider, 2-10
 - Manage warranty schedule and tracking database
 - Customer follow up in timely manner to correct deficiencies and address concerns
 - Minimize our presence in the homeowner's home after close by closely managing the service schedule.
 - Coordinate the ordering, scheduling, delivery / installation of warranty related issues
 - Prepare monthly measurables to align Production with Warranty corrections to be proactive and to support our efforts to continuously improve the performance of our homes.

- Communications
 - Clearly communicate with buyers on Home Orientations, to prepare them for their Orientation and manage expectations.
 - Coordinate support with Construction Managers to assist in Warranty items as needed.
 - Be collaborative and open minded in the pursuit of delivering the best customer experience.
 - Align closely with Sales to understand the buyers experience ahead of orientation.

- Homeowner Orientation
 - Create and continuously improve digital homeowner manuals and education materials
 - Preview homes prior to delivery to ensure customer expectations will be met
 - Conduct orientations and coordinate key turnovers for every home delivered
 - Ensure items from orientations are completed prior to closing and acquire customer sign off for completed items
 - Review/update the Homeowner Portal ahead of every orientation

- HOA Administrator
 - Prepare CCRs for the Community using developed templates
 - Prepare supporting Governing Documents
 - Work with Community Managers on Homeowner communications as they relate to the HOA
 - Communicate with sales to ensure alignment on dues and public offering statements.

Customer Experience:

- Understand all aspects of work that influence the customer experience and provide collaborative direction for improvement.
- Engage with clients thoughtfully, respecting cultural differences and varying communication preferences.
- Develop strong working relationships with subcontractors and vendors.

Work Styles and Habits

- Customer focused
- **Empathetic:** Truly listens to customers, understanding their needs and emotions. Patient and compassionate, making clients feel valued and understood during what can be a stressful time.
- Regular, reliable, and on-time attendance, including ability to respond outside of regular hours for Warranty.
- 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 and New Residential Construction
- Strong knowledge of residential construction means and methods and warranty practices
- Knowledge of transactional interface between Real Estate Sales, Lender, and Title / Escrow teams is helpful.
- Knowledge of HOA administration

Special Skills:

- Proficient in Microsoft Office Suite (Outlook, Excel, Adobe, etc.)
- Experience with industry business software (i.e. Hubspot, BRIX, BuildPro) preferred.

Certifications and/or Licenses:

- Valid Driver's License

Compensation & Benefits:

- **Compensation:** \$70,000 - \$90,000 (DOE)
- **Benefits:** Medical, Dental, Vision, HSA, FSA, Life Insurance, Referral Bonus, Employee Discount, Employee Assistance Program, 401 (k), 401 (k) Matching, Annual Bonus.

Physical Requirements:

- Move about the prospective client home; walks job sites; occasionally moves about the inside of office to access Homeowner Backpacks, binders, 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 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.