

Position: **Customer Service Representative**

Reports to: VP-Customer Service

### **Position Summary**

Customer Service Representative (CSR) works closely with homebuilding subcontractors to provide excellent customer service through warranty service and administration, as well as handle light finish construction as circumstances demand.

### **Key Responsibilities**

- Manage service requests in multiple communities
- Implement warranty processes & procedures
- Schedule Customer Service work with homeowners, field personnel and trades
- Ensure timely completion of all Customer Service requests
- Control warranty costs
- Develop and maintain the highest level of customer satisfaction

### **Requirements**

- Excellent verbal and written communication skills
- Excellent organization skills
- High school diploma or equivalent
- Reliable transportation
- Must be able to lift 15 pounds

### **Qualifications**

- Position is based on O‘ahu: must be able to work on-site telecommuting not available
- Must be legally authorized to work in the U.S. (Gentry Homes does not sponsor employment visas)
- Relocation costs are not covered: candidates must be able to reliably commute or relocate prior to starting