

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