



**The McCaffrey Group is a family-owned company, founded over 45 years ago. Having built more than 10,000 homes in the San Joaquin Valley, McCaffrey Homes has earned the trust and respect of homeowners year after year. Our company has been honored with many of the building industries and the community's highest awards, including the induction of co-founders into the prestigious California Homebuilding Foundation Hall of Fame. Our tagline of "Our Passion. Your Home." reflects how our business began from our family's passion for building homes. As a multi-generational family business, we understand this better than anyone and strive to build homes and create communities that uphold these family values.**

We are hiring a Customer Care Representative for the warranty department of McCaffrey Homes to perform a variety of clerical duties. The ideal candidate will be adaptable in a fast-paced environment, inherently possess a positive, gracious and friendly attitude, possess strong problem solving skills and have a strong attention to detail with some construction knowledge.

**Duties and Responsibilities Include:**

- Serves homeowners by providing warranty information and answering questions.
- Interfaces with homebuyer & trade partners to schedule & facilitate warranty service work
- Maintains several production and warranty scheduling calendars; which include scheduling of warranty repairs in homes after delivery of the home to homebuyers, courtesy visits, and inspections.
- Schedule inspections with homeowners, assess routine warranty claims and follow through to completion service requests with trade partners
- Keep accurate records of all customer interactions and transactions.
- Communicate and coordinate effectively across departments and companies.
- Setup up files for construction team, maintaining and communicating critical information.
- Data Entry
- Production scheduling
- Schedule Homeowner Appointments
- Maintain accurate filing system and homeowner files.
- Ability to clarifying customer concerns and questions, determine best possible solutions, articulates clear and precisely solutions.
- Projects and tasks as assigned by Construction Manager and Customer Service Manager.
- Update and track records in spreadsheets, maintaining accurate data ongoing for special projects.
- Cross-training amongst administrative team and field staff for back-up support.
- Follow company processes, understand industry standards.
- Perform all other duties as assigned

**Requirements:**

- One to three years related work experience preferred.
- High school diploma or GED required
- Strong clerical skills in Microsoft 365 for Business, Word, Excel, Powerpoint, Outlook
- Excellent verbal/written communication skills
- Ability to problem solve and present solutions



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- Detail oriented, works well under pressure, capable of handling multiple tasks with simultaneous deadline
- Valid Driver's License
- Weekly travel to jobsite
- Ability to self-manage time and offer accurate and timely feedback
- Maintain regular attendance and punctuality relative to daily work schedule
- Take direction from supervisor and other managers.
- Works well under deadlines and is capable of handling multiple tasks with simultaneous deadlines
- Maintain positive homeowner relations, provide homeowner with knowledgeable, timely and professional service