



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. "Built for a Lifetime" means more than quality homes built to last. It's about a tradition of pride, craftsmanship, and the idea of "home".

We are hiring a Customer Service Admin 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.

Duties and Responsibilities Include:

- Serves homeowners by providing warranty information and answering questions.
- Maintains scheduling calendars.
- Keep accurate records of 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
- Outbound calling and scheduling.
- 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 for back-up support.
- Follow company process accurately and efficiently,

Requirements:

- One to three years related work experience preferred.
- High school diploma or GED required
- Basic skills in Microsoft Word, Excel, Powerpoint, Publisher, and Outlook
- Strong interpersonal, organization, verbal and written communication skills
- 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
- Accepts constructive feedback
- Team Player