



## A CAREER IN CUSTOMER CARE

### Our Team of Customer Care Experts

Customer service enthusiasts who are passionate about providing world-class service through utilizing their superior relationship and account management skills will find challenge and opportunity at Mattamy Homes. Our Customer Care team is focused 100% on Mattamy's homeowners, keeping them informed and up-to-date throughout the homebuilding process.

Mattamy Homes is known for our commitment to providing the **Best Homeowner Experience** and we achieve this through the quality and commitment of our people. Our Customer Care teams provide world-class account management service to our homeowners in multiple metropolitan areas within Canada.

The Customer Care Team acts as the ongoing point of contact at Mattamy for homeowners, from post-purchase through to post-warranty periods. This includes being a liaison to direct homeowner inquiries and concerns to the appropriate internal individuals/departments or outside agencies, following up on homeowner inquiries by providing prompt, complete, and accurate responses, and acting as an advocate for the homeowner in coordinating customer care activities together with all internal departments to ensure The Best Homeowner Experience is delivered at each opportunity.

### Common opportunities within our Customer Care teams include:

- **Customer Care Coordinator**
- **Customer Care Manager**

We seek experienced customer service professionals with a background in consumer account and relationship management, the ability to multi-task in a fast-paced environment, and a proven track-record for effectively managing internal and external relationships in a cross-functional, highly collaborative environment.

The best way to grow your Customer Care career at Mattamy Homes is to be an ambassador for continually upholding and promoting our Service Standards, and to help drive business strategies and solutions that continue to deliver the Best Homeowner Experience. We will work with you to find the right challenging experiences, learning and development to support your personal and career goals.

### We have Customer Care roles in:

- Greater Toronto Area
- Ottawa
- Calgary