

JOB TITLE Client Care Supervisor

DATE

REPORTS TO Client Care Manager

JOB DESCRIPTION

Purpose of role

- The Client care supervisor has primary responsibility for overseeing projects and apartments post construction ensuring the end user is satisfied with the construction of the build with regards to statutory warranties. This includes attending to and closing out defects through the direct supervision of subcontractors, liaising with owners and direct contact with building and strata managers. The defects supervisor must ensure works are executed onsite in accordance with the design, details and in accordance with the relevant building codes and Australian Standards.
- Works to be completed through the application of knowledge, skills, tools, and other management techniques to meet the project and job requirements by ensuring that all works are constructed to contract documents and within the allocated program timeframe safely and correctly.

Main duties and responsibilities

- Manages sub-contractors by contributing to their procurement, then reviewing the required works onsite, evaluating, monitoring and controlling performance.
- Meets operational standards by contributing construction information to strategic plans and reviews; implementing production, productivity, quality, and customer-service standards; resolving problems; identifying construction management system improvements.
- Meets budget by monitoring expenditures; identifying variances; implementing corrective actions; providing non-project annual operating and capital budget information.
- Accomplishes results by calculating resources required; establishing standards and protocols; allocating resources; scheduling and coordinating staff and sub-contractors; evaluating milestone assumptions and conclusions; resolving design problems; evaluating and implementing change orders.
- Assist to enforce contract requirements and scope requirements particularly in regard to warranty obligations of subcontractors.
- Assisting the Client Care department in assuring customers and client needs are attended to in relation to end user requirements and to ensure defects and warranty obligations are completed, as well as to ensure good customer satisfaction and reviews on completed items.
- Conducting onsite inspections, monitoring and reviewing works completed. Documenting works through company process and procedures such as ITP/ITC's including taking detailed photos of work in progress, milestones and completed works and storing on project and company IMS systems.
- Create, distribute and monitor defects and incomplete works lists, ensure lists are completed by subcontractors.

	<ul style="list-style-type: none"> • Track and monitor time and costs to rectify defects to assist in back charging subcontractors against contracts and warranties. • Undertake defect works onsite including general touch up, painting, gyprocking, carpentry, etc. in instances where it is cost and time effective in accordance with the relevant standards and manufacturer's guidelines. • Supervision of a variety of remedial works in occupied buildings. • Knowledge or be able to obtain knowledge of relevant standards, manufactured and tested systems, building code of Australia and Fair-Trading guide to standards and tolerances. • Understanding of design declarations under DBP Act RAB Act and owners' obligations of the Home Building Act. • Customer service principles and practices
	<ul style="list-style-type: none"> • Prevents fines and interruptions by complying with, and enforcing, codes. • Maintains a safe, secure, and healthy work environment by following and enforcing standards and procedures; and complying with legal regulations. • Updates job knowledge by tracking and understanding emerging construction practices and standards; participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations. • Enhances organisation's reputation by accepting ownership for accomplishing new and different requests; and exploring opportunities to add value to job accomplishments. • Adhere to the company's Code of Ethics and business plan strategies. • Adhere to all legislative requirements in relation to anti-discrimination, WHS, environmental and industrial relations management. • Establish and maintain strong team and client relationships from project to project. • Contribute positively to your working environment, your role and to the company as a whole and participate in extracurricular activities. • Fulfil other duties as required by management and other department personnel as requested/required.
Other duties	<ul style="list-style-type: none"> • The above list is not exhaustive, and the role may change to meet the overall objectives of the company. • Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Engineering Graduate (preferable) • Understanding of construction processes and methodologies
Experience	<ul style="list-style-type: none"> • Highly experienced in working onsite and in occupied buildings • Experience in remedial and post-construction works
Knowledge	<ul style="list-style-type: none"> • Understanding of construction processes and methodologies • Knowledge of relevant systems and administrative procedures

Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Self-motivated and driven and be able to prioritise and handle multiple tasks at the same time
- Professional personal presentation
- Be diligent and professional.
- Is ready to take on new challenges and is willing to learn.
- Has a great work ethic.
- Can adjust to change.
- Will be a role model and one who leads by example.
- Is honest and acts with integrity.
- Self-motivated, driven and accountable

Other

- Ability to work under pressure.
- Confident manner.
- Clean driving licence.
- Must have the ability to be trained to use construction software to its full extent.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date

