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# Example of Care Associate Job Description

Our innovative and growing company is hiring for a care associate. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for care associate

* Interact with customers and interpret warranty claims vs
* Serve as the human voice and personality behind our brand providing quality customer care with each and every homeowner interaction
* Commit to treating customers and teammates with the utmost integrity and respect
* Effectively responding to an average of 75 inbound calls per day related to scheduling changes from clients and employees
* Ability to prioritize and manage multiple conflicting responsibilities on a daily basis
* Make outbound calls to Caregivers, Clients and Branches to ensure resolution to scheduling issues
* Meet all key performance metrics and standards as defined for the Contact Center
* Understand and follow proper phone etiquette and call techniques
* Ability to conduct meetings with assigned branches on a daily and weekly basis
* On warranty repairs, ensure all building codes, and Meritage Home standards of quality are met

## Qualifications for care associate

* Knowledge of homebuilding and construction systems/processes, building codes and Register of Contractor Standards (ROC)
* Must be able to read blueprints to maintain quality control and inspect all aspects of construction including framing, stucco installations, electrical, plumbing
* One year of data entry, customer service and/or billing and payroll experience in a fast paced environment
* Strong written and verbal communication skills, exceptional interpersonal skills and the ability to communicate effectively with all levels of staff
* Schedule and attend pre-close walk-throughs, conduct new homeowner orientations, and complete 21 Day new home inspections
* Attend Register of Contractor (ROC) inspections and follow-up on all corrective work orders with the subcontractor responsible for the work