

Job Title: Operations & Customer Experience Manager



Company: Lanthorne Homes

Location: Ridgeland, SC / Greenwood, SC / Beaufort, SC (Hybrid in-person & remote flexibility)

About Us: Lanthorne Homes is a premier residential homebuilder and development firm serving the Lowcountry and Upstate of South Carolina. Committed to excellence, innovation, and customer satisfaction, we specialize in creating homes and communities that enhance the lives of our clients. We are seeking an Operations & Customer Experience Manager to join our team and ensure seamless coordination of pre-construction, operations, and customer relations throughout the homebuilding process.

Role Overview: The Operations & Customer Experience Manager is the primary liaison for homeowners while also driving critical operational processes that support successful project starts, construction, closings, and warranty service. This role requires a balance of strong customer relationship management, operational expertise, and cross-department collaboration. The ideal candidate will be detail-oriented, proactive, and dedicated to delivering both exceptional client experience and efficient, scalable workflows.

KEY RESPONSIBILITIES

Operations & Pre-Construction

- Manage the Starts process, ensuring all documents and internal sign-offs are complete before construction begins.
- Ensure timely coordination of structural, drainage, and landscaping plans with engineers, planners, and architects.
- Drive Site Solve Plan development in collaboration with sales, design, and construction teams.
- Oversee the permitting process, including ARB submissions, government applications, and tracking of approvals, and ensure alignment with start timelines.

Customer Experience

- Serve as the main point of contact for homeowners from contract signing through closing and post-move-in warranty.
- Facilitate design consultations, plan selections, and option management, ensuring homeowner preferences are accurately captured and executed.
- Conduct scheduled check-ins and walks with clients, providing updates and addressing questions with professionalism and empathy.
- Manage customer expectations and resolve concerns promptly to ensure a positive, transparent experience.
- Oversee the warranty process, helping homeowners understand maintenance best practices and coordinating warranty requests.

Process & Systems Management

- Drive development of standardized workflows, templates, and documentation to support scalable operations.
- Maintain accurate records in BuilderTrend and CRM systems, including schedules and homeowner communications.
- Collaborate with leadership to optimize scheduling cadence and support an even flow build model.
- Monitor closings, coordinating with lenders, homeowners, and internal departments to ensure timely delivery.

QUALIFICATIONS

- Previous experience in customer relations, account management, or a similar role within the construction industry.
- Strong communication and interpersonal skills to effectively interact with customers, colleagues, and subcontractors.
- Excellent organizational skills and attention to detail, with the ability to multitask and prioritize tasks effectively in a fast-paced environment.
- Knowledge of residential construction processes, including plan development, options selection, etc. is desirable.
- Proficiency in Microsoft Office Suite and customer relationship management (CRM) software.
- Bachelor's degree in Business Administration or a related field preferred.