



## JOB OPPORTUNITY

**Job Title:** Warranty & Repair Coordinator

**Reports to:** President/VP Construction

### **Primary Responsibilities:**

The **Warranty & Repair Coordinator's** role is to ensure that each Homeowners experience, during their Warranty period, meets or exceeds their expectations. The Warranty & Repair Coordinator efficiently and effectively reviews, completes, manages, and resolves warranty services. The Warranty Repair Coordinator will also manage campus repairs, facility upgrades, Majorca Palms rental maintenance and other administrative duties as assigned by the position supervisor.

### **Specific Duties & Responsibilities:**

- Owns the Homeowner experience, communication, and expectations from closing through warranty period
- Establishes proper warranty expectations with every homeowner by communicating the process with them
- Manages scheduling and timely completion of warranty requests for every Homeowner so that when work is scheduled, it is completed in a timely and effective manner
- Documents and tracks all client services through completion using established reporting guidelines
- Monitors and manages trades for responsiveness, professionalism, and quality of work performed
- Ensures quality standards are being met on all warranty repairs
- Ensures that root causes of issues are being identified and reported
- Ensures that all processes and administrative procedures are followed consistently, completely, and accurately
- Completes minor repairs themselves, reaching out to trades when necessary
- Practices financial responsibility at all times when dealing with Trade Partners and warranty repairs
- Manages the repairs on the Habitat for Humanity owned properties and campus as needed
- Manages late night, weekend & holiday emergency calls to ensure that critical services and utilities are repaired promptly
- Manages the scheduling and compliance of vacant lot maintenance including code violations.
- Manages the maintenance and repairs for Habitat owned rental properties.
- Manages the repairs necessary for rental turnovers.

### **Results/Accountability:**

- Assists with fleet management administration.
- Ensures that Habitat's warranty program is properly administered and that client expectations are met 100% of the time
- Responds to Emergency calls within the appropriate amount of time given the nature of the emergency
- Regulates amount of work orders open for over 21 days to remain at a minimum of 10% of all open work orders
- Ensures Habitat is not in violation with respect to vacant lot maintenance
- Ensures timely maintenance of rentals and timely turnarounds for rentals

### **Habitat Vehicle:**

- A Habitat vehicle will be provided for work related appointments but is not available for employee use otherwise

**Qualifications/Requirements:**

- High school diploma or GED required
- Associates degree or applicable work experience preferred
- Two to four years of construction experience, residential construction preferred
- Valid driver's license with clean driving record
- Attention to detail
- Strong organizational skills
- Must have experience using Microsoft Word & Excel
- Ability to work Tuesday –Saturday (relative to position)
- Bilingual a Plus
- Customer Service oriented

**Summary:** Full-time

**Required experience:** 2 years in Construction

**Required license or certification:** Driver's License with clean driving record

**Required technical skills:** Construction / Administrative / MS Office Suite

***Posted December 21, 2020***

***Please apply to Human Resources by December 31, 2020***

***Habitat for Humanity of Lee & Hendy Counties is an equal opportunity employer***