



**Title:** Service Representative (Warranty Technician)

**Location:** Edmonton Regional Office, 3203 93rd Street NW with travel to surrounding areas

At serviceQ, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

### **Job Overview**

Reporting to the Manager, Service, as the **Service Representative (Warranty Technician)** you are responsible for the coordination and organization of warranty services for homeowners and related parties. You ensure compliance with quality standards, budgets and timelines while maintaining positive relations with parties involved in tasks involved with warranty services.

Your day-to-day responsibilities will include:

- Triaging and coordinating corrective actions to ensure description, reason, and resolution are accurately documented on service work orders and inspecting completed work and ensure compliance with Qualico's standards and legislations.
- Monitoring outstanding trade work orders, and expected completion dates.
- Liaising internally with Field Service Supervisor to determine validity of service requests. Addressing and resolving client concerns in an efficient and effective manner
- Creating warranty work/purchase orders and issuing associated back-charge when applicable in compliance with predefined back-charge process. Communicating with subcontractor/supplier accordingly.
- Promoting a safe work environment and adhere to Qualico's Safety Program and relevant safety regulations.
- Providing supports to other projects and duties as assigned.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using a high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

### **Essential Requirements**

- Minimum High School Diploma, or equivalent. Diploma or degree in relevant field is an asset.
- Minimum 3 years of residential construction or restoration-related experience.
- Designation in a related trade.
- Comfortable and proficient in using an assortment of tools to complete a sundry of construction tasks relating to the correction of deficient items.
- Physically able to kneel and crouch as well as lift, carry, push or pull objects weighing up to 50 lbs.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Proficient in all areas of Microsoft Office Programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint) and construction management software (NewStar, On-Location Warranty, BuilderGO, or similar

## Preferred Qualifications

- Diploma, certificate or degree in a relevant field is an asset.

## What We Value

- Creating trusting and successful working relationships.
- Taking responsibility for the outcome of decisions and actions.
- Cooperating with team members in an open, supportive and respectful manner.
- Setting clear, measurable and achievable goals.
- Consistently meeting customer expectations.
- Staying current with technical job skills.

## Working Conditions

You primarily work on site during regular business hours. in completed homes with potential for exposure to noise from equipment/machinery and occupational hazards, inclement weather and dust. Travel to regional offices and overtime may occasionally be required.

Qualico is a fully integrated real estate development company with offices in Winnipeg, Calgary, Edmonton, Vancouver, Regina, Saskatoon, Austin and Dallas-Fort Worth, Texas.

Since its inception in 1951, the company's activities span the entire real estate spectrum and include residential land acquisition and development, single-family and multi-family home divisions, commercial and industrial development, property management, concrete ready mix, building supply and manufacturing divisions. To learn more, click [here](#).

serviceQ is a new concept in post-occupancy service that helps protect your most important investment, your new home. serviceQ is dedicated to delivering on that commitment and are devoted to a distinctly exceptional service experience.

*Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.*

Candidates being considered will be contacted. We thank you for your interest. Join our Talent Community to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

[Apply Here](#)