



JOB DESCRIPTION

Job Title: Director of Homeowner Experience
Department: Corporate – Homeowner Experience
Reports To: President
FLSA Status: Salary, Exempt

Position Summary:

To lead the development, implementation, staffing, and management of **best of class service experience** to Westcott Homeowners from signing of purchase and sale agreement through orientation, closing, customer service issues, 11-month walks, and close out of Warranty period. Collaborate with Sales and Marketing to streamline communications and expectations with homebuyers pre closing. Collaborate with Production to manage backend service and warranty for a seamless and responsive experience for homebuyers. Collaborate with Production on trade selection to identify and minimize service issues and minimize service and warranty expense to Westcott.

Essential Duties and Responsibilities:

CUSTOMER EXPERIENCE

- Create company wide goals to improve customer experience.
- Meet and collaborate with department heads to develop plans and initiatives to achieve goals.
- Research best practices of local and national competition
- Research homebuyer behavior and preferences and direct feedback from homebuyers to incorporate into future projects site design, plan design, specs and finishes.
- Build systems, processes, feedback loops within company and trades to streamline the customer experience across all departments.
- Gather feedback from homebuyers through direct communications and surveys to learn about the experience through their eyes.
- Ultimately the bottom line is to increase customer satisfaction and build brand loyalty among Westcott homebuyers.

CUSTOMER SERVICE

- Develop customer interface(s) for requesting service outside of normal scheduled walks.
- Develop internal Standard Operating Procedures and service metrics for responsiveness, communications, diligent progress, and closure of service issues.
- Work with company department to identify, collaborate, and address systemic issues affecting customer experience.
- Maintain concise database/records of all homebuyer interactions for future reference and insight to homebuyer experience to leverage for more informed future service and to help Westcott improve across all departments.

- Exceed the NAHB Residential Construction Performance Guideline minimums and the Westcott Warranty Manual minimums in terms of responsiveness, follow through, closure, and process improvement.

WARRANTIES

- Become an expert in the limited Home Buyers Warranty coverage and develop strategies to communicate coverages and set expectations of coverages with Homebuyers to maintain alignment throughout Westcott's relationship with Homebuyers.
- Understand and reference 2-10 HBW manual and all procedures within to manage risk situations and provide accurate warranty coverage.
- Develop standard operating procedures for the advance communications and expectation setting for 30-day and 11-month walks with homeowners. Train and manage staff for the execution of the same.
- Evaluate warranty items and consult with the Director of Warranty and the subcontractors to create solutions, which will eliminate or reduce recurring construction flaws.

CONTRACTS AND SUB-CONTRACTORS

- Develop in-depth understanding of the standard company subcontractor contract.
- Develop in-depth understanding of the subcontractor scopes of work and contractual obligations and collaborate with Production for revisions necessary for systemic issues that could be addressed contractually.
- Ensure that subcontractors are following scope and contract with regards to warranty repair service and collaborate with Production as needed to address repeated issues.
- Monitor subcontractors to ensure warranty repair schedule is maintained and workmanship meets the quality standards of the homeowner and the company being mindful of the homebuyer's perspective.
- Develop and maintain a good working relationship, showing a firm but fair attitude, with all subcontractors and suppliers.
- Stay up to date on current building methods and materials. (i.e. plumbing, electrical, HVAC)

GENERAL

- Attend all meetings as requested by Company.
- Maintain the highest level of integrity in all interactions with Westcott employees, trade partners, homebuyers, suppliers, neighbors, and the general public.
- Complete other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans. Meets with subcontractors for escalated matters.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs workflows and procedures.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Minimum 2 years' experience in residential construction industry or equivalent experience. Minimum 2 years previous Customer Service or related work experience.

Language Ability:

Read, analyze and interpret business, professional, technical or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from managers, customers and the public.

Reasoning Ability:

Solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Proficient in Microsoft Word, Excel, Teams and Outlook.

Certificates and Licenses:

Valid Driver's License. Meet and maintain WA. State vehicle minimum insurance requirements.

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Moderate noise is typical for this work environment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1)Employee is frequently required to stand, walk, or sit for extended periods; 2) frequently required to talk and/or hear; 3) occasionally lift and/or move objects up to 40 pounds; 4) occasionally

required to stoop, kneel, or crouch; 5) frequently uses hands and fingers to handle, feel or move objects, tools or controls, to reach with hands and arms, and to write; 6) vision abilities include close, color, and peripheral vision as well as depth perception, the ability to adjust focus, and the ability to read; 7) the noise level in this environment is usually quiet to moderate, although noise levels at field jobsites can vary tremendously and become loud.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date