



JOB DESCRIPTION

Job Title: Warranty/Customer Service Manager
Department: Corporate - Warranty
Reports To: Director of Warranty
FLSA Status: Salary, Exempt

Position Summary:

To oversee and manage the warrantable issues for homeowners and subcontractors and notify Director of Warranty of escalated issues and homeowners. Assist Warranty Managers with identification of escalated issues and areas related to resolution.

Essential Duties and Responsibilities:

CUSTOMER SERVICE

- Discern between emergencies, 30-day repairs, one-year warranty items, and items not covered by the Home Buyers Warranty.
- Perform warranty walks; coordinate and follow up with subcontractors to complete repairs.
- Meet with homeowner to assess warrantable claims. Take pictures of affected area(s)
- Ensure completion of all Walk-Through items within a timely manner and to the homeowner's satisfaction in compliance with the NAHB Residential Construction Performance Guideline and the Westcott Warranty Manual.
- Ensure completion of all 11 Month Warranty Walk Through items within a timely manner and to the homeowner's satisfaction in compliance with the NAHB Residential Construction Performance Guideline and the Westcott Warranty Manual

WARRANTIES

- Understand and reference the limited Home Buyers Warranty coverage and be able to address homeowners about coverage and limitations.
- Understand and reference 2-10 HBW manual and all procedures within to manage risk situations and provide accurate warranty coverage.
- Conduct 30-day and 11-month walks with homeowners.
- Evaluate warranty items and consult with the Director of Warranty and the subcontractors to create solutions, which will eliminate or reduce recurring construction flaws.

SCHEDULING & DOCUMENTATION

- Utilize business forms which aid in controlling those aspects of the customer service process that fall under this position.
- Maintain established schedule to ensure a smooth flowing warranty repair process and positive customer experience.
- Coordinate schedules to cover absences to insure no appointments with homeowners are missed for the Warranty Department.

CONTRACTS AND SUB-CONTRACTORS

- Read and know the standard company subcontractor contract.
- Read and know all subcontractor scopes of work and contractual obligations.

- Ensure that subcontractors are in compliance with scope and contract with regards to warranty repair service.
- Monitor subcontractors to ensure warranty repair schedule is maintained and workmanship meets the quality standards of the homeowner and the company.
- 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 Warranty Department.
- Be able to make good judgment calls on the spot.
- Maintain a good operating relationship with Homeowners, subcontractors, employees, material suppliers, builders 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 related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date