



## **JOB DESCRIPTION**

**Job Title:** Warranty/Customer Support  
**Department:** Corporate - Warranty  
**Reports To:** Warranty/Customer Support Coordinator  
**FLSA Status:** Salary/Exempt

### **Position Summary:**

The coordinator will collaborate with the Customer Support/Warranty team to manage the connection between our homeowners, vendors, and office. They will effectively communicate with customers, vendors, and internal teams to gather essential information, provide timely updates on claim processes, and promptly address any concerns or inquiries. Additionally, they will engage with production, purchasing, and marketing departments internally, while also serving as a representative of our organization externally. The role will also contribute to the analysis of ongoing issues and offer recommendations to the purchasing and production teams for future communities. Above all, they will consistently demonstrate a strong commitment to teamwork.

### **Essential Duties & Responsibilities**

#### **CUSTOMER SERVICE**

- Classify warranty claims (emergencies, 30-day, one-year, or non-covered items).
- Coordinate and follow up with subcontractors to ensure timely warranty repairs.
- Conduct homeowner meetings to assess warrantable claims and document affected areas with photos.
- Ensure all Walk-Through and 11-Month Warranty Walk-Through items are completed promptly and to homeowner satisfaction, adhering to NAHB Residential Construction Performance Guidelines and the Westcott Warranty Manual.

#### **WARRANTIES**

- Interpret and internalize Home Buyers Warranty coverage so that you can clearly and effectively communicate it to homeowners
- Utilize the 2-10 HBW manual and its procedures for risk management and accurate warranty coverage.
- Conduct 11-month walks with homeowners.
- Evaluate warranty items and collaborate with the Director of Warranty and subcontractors to resolve recurring construction flaws.

#### **SCHEDULING & DOCUMENTATION**

- Manage customer service processes using established business forms.
- Maintain repair schedules to ensure smooth warranty flow and positive customer experience.

- Coordinate schedules to cover absences within the Warranty Department, preventing missed homeowner appointments.

## **CONTRACTS & SUBCONTRACTORS**

- Understand standard company subcontractor contracts and scopes of work.
- Ensure subcontractors comply with contractual obligations for warranty repair service.
- Monitor subcontractors to maintain repair schedules and uphold quality standards.
- Build and maintain firm, fair working relationships with subcontractors and suppliers.
- Understand current standards for building methods and materials (e.g., plumbing, electrical, HVAC).

## **GENERAL RESPONSIBILITIES**

- Attend all required Warranty Department meetings.
- Demonstrate strong initiative, taking ownership of tasks without constant direction.
- Promote open communication and support across departments.
- Exhibit a strong work ethic and professional demeanor.
- Consistently arrive on time and prepared for work.
- Independently evaluate issues and implement practical solutions, even when managers are unavailable.
- Take full responsibility for tasks from start to completion, providing proactive status updates.
- Communicate clearly and concisely in writing, adapting message length and detail for the audience.
- Exercise strong judgment and emotional intelligence in interactions with homeowners, co-workers, and vendors.
- Maintain positive relationships with all stakeholders: homeowners, subcontractors, employees, material suppliers, builders, and the public.
- Complete other duties as assigned.

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## **Core Competencies**

**Planning/Organizing:** Prioritizes tasks, manages time efficiently, sets goals, organizes others' tasks, and develops realistic action plans. Meets with subcontractors for escalated matters.

**Problem Solving:** Identifies and resolves issues promptly, skillfully gathers and analyzes information, develops solutions, collaborates effectively in group settings, and maintains reason when dealing with emotional topics.

**Analytical:** Synthesizes complex information, collects and researches data, uses intuition and experience to complement data, and designs workflows.

**Dependability:** Follows instructions, responds to direction, takes responsibility, keeps commitments, works necessary hours to meet goals, and completes tasks on time (or communicates alternative plans).

**Communications:** Effectively expresses ideas verbally and in writing, exhibits strong listening and comprehension, keeps others informed, and selects appropriate communication methods.

**Qualifications:** To perform this job successfully, you must meet the following requirements:

**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.

**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 concrete 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.

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**ACKNOWLEDGED: Employee Signature**

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**Date**

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**PRINT: Employee Name**

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**ACKNOWLEDGED: Supervisor/Manager Signature**

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**Date**