



Impression Homes, LLC Job Description

JOB TITLE: Warranty Technician
REPORTS TO: Warranty Manager

OBJECTIVE: **The Warranty department is responsible for working and closing warranty tickets assigned to the technician within the guidelines of Impression Home Warranty Manual. This position liaises with the service technicians, internal service advisors and our manufacturers.**

JOB RESPONSIBILITIES

- Receive and confirm receipt of homeowner's requests via Punchlist Manager
- Make initial contact with homeowners and schedule inspection appointments
- Evaluate homeowner's repair issues to determine if they are warrantable items; communicate effectively if they are not warrantable items
- Develop and maintain good rapport with contractors and ensure quality work
- Deal with the customer and subcontractors on a daily basis to ensure that the customer's concerns are addressed in a timely and professional manner
- Schedule and supervise trade partner repairs in homes after delivery to the homeowner
- Assess routine warranty claims and follow through to completion all service requests within 18 days
- Utilize the warranty hit list/ track down weekly to maintain tickets
- Update warranty coordinator on escalated issues
- Provide accurate and timely information to Area Manager/Director of Warranty on progress.
- Maintain positive homeowner relations, and provide homeowner with knowledgeable, timely, and professional service
- Evaluate trade partner and product performance; provide ongoing information to Area Manager and Director of Warranty as it relates to the quality of workmanship and materials
- Work with the Area Manager and Director of Warranty on special projects as needed
- Participate in and attend department meetings
- Keep accurate service request logs and documentation of all work performed
- Help ensure homes are completed prior to Homebuyer Orientation meeting and scheduled closing date

- Learn construction best practices such as organization, scheduling, material management, stage punch, negotiation, trade management, safety, quality control and customer satisfaction
- Keep Construction Manager informed of progress on any assigned tasks
- Gain a knowledge of scope of work for each major subcontractor
- Maintain a high level of customer satisfaction
- Schedule municipal inspections as directed and interact with inspectors
- Assist in maintaining community, construction sites, inventory, and model homes to be sales presentation ready
- Any other duties assigned by management.

QUALIFICATIONS

- Minimum of 2 years of customer service experience, construction experience preferred.
- Excellent verbal and written communication and organizational skills
- Excellent customer service skills
- Proficient in Microsoft Office products a plus
- Highschool Diploma

Benefits:

- **Health, Dental and Vision Insurance**
- **401K Retirement Plan with Company Match**
- **Paid Holidays**
- **Personal Time-Off**
- **Life Insurance**
- **Employee discount**
- **Employee Assistance Program**
- **Bonus Programs**
- **On-the-job Training**