

Warranty Service Technician

Genesis Business Group – Calgary, AB

MARCH 2024

Company Overview

Genesis is a Calgary based award-winning land developer, creating innovative and successful communities in the Calgary Metropolitan Area, and is also an award-winning residential homebuilder through its subsidiary Genesis Builders Group. Genesis is committed to supporting its communities through partnerships like the Genesis Centre of Community Wellness and Genesis Place Recreational Centre. The Corporation's common shares are listed on the Toronto Stock Exchange (TSX: GDC).

At Genesis we believe in the power of relationships. We take pride in our work and our organization. We dare to dream and above all, we value integrity. We offer competitive wages, one of industry's best health & benefit packages, continuing education reimbursements, and career growth within the Genesis team.

Position Title: Warranty Service Technician
Reports To: Warranty & Customer Care Manager
Job Type: Full-Time Permanent
Location: Calgary/Airdrie and surrounding areas

The Warranty Service Technician is an integral part of the Genesis Builder's team. The successful candidate will have an established track record in providing superior customer service, ability to coordinate and work well with their team and other trades persons, and flexible with taking on tasks, learning, and growing as part of a team.

Role Responsibilities

- Provide exceptional customer service to all of Genesis's customers and contribute to the overall home building experience.
- Ability to work independently or with minimal supervision.
- Perform warranty work and/or arrange for work to be done by contractors/trades persons or suppliers.
- Coordinate and accurately update customer files/contacts as per warranty policies.
- Consult with staff, management and suppliers on warranty services.
- Schedule and conduct warranty reviews.
- Resolve customer concern regarding home warranties in a timely fashion.
- Work directly with peer warranty tech's, Customer Care Representative and Director of Operations.
- Complete pre-occupancy walk-through of all homes prior to possession day.
- Ability to identify minor defects and repair them while maintaining the quality of work.
- Read blueprints and change orders in order to carry out necessary tasks.

Competencies and Skills Required:

- High School Diploma or equivalent, required.
- Moisture Control Technician Certificate (MCT), considered an asset.
- 3+ Years of customer facing experience within service and warranty, preferred in residential construction industry.
- Knowledge of the construction industry and terminology.
- Valid Class 5 Driver's License.
- Proficient in Microsoft Office and general computer skills.
- Ability to lift 80-100 lbs.
- Self-starter, proven time management skills, good attention to detail and problem solving skills, always results driven and have a passion to take ownership and own results.
- Ability to work independently and within a team, and is willing to learn.
- Excellent written and verbal communication skills, and knowledge of other languages considered an asset.
- Ability to maintain confidentiality regarding all business and employment issues.

Working Conditions

- This position works regular office hours i.e., Monday - Thursday 8:00 am to 5:00pm and Friday from 8:00 am to 3:00 pm. Calgary/Airdrie and surrounding area.
- Regular travel to construction sites across the city is required.
- Capacity to work irregular hours when operational and business requirements indicate

All interested and qualified applicants please apply by sending your resume to Human Resources Department at careers@genesisbuilds.com with the subject line **“Warranty Service Technician”**.

We thank all applicants for their interest; however only those selected for an interview will be contacted. No telephone or agency inquiries please.