



JOB DESCRIPTION FOR Warranty Technician

MISSION: To be intentional at delivering a world class customer service experience to all Bettenbough homeowners that will develop and preserve a great relationship with them.

JOB GOAL: To exceed the expectations of every Bettenbough homeowner.

Essential Job Functions:

- Embody our cultural cornerstones: Excellence, Unity, Generosity, and Growth.
- Deliver Bettenbough Homes professional customer service to all homeowners.
- Answer incoming warranty calls with proper documentation.
- Build relationships daily with homeowners, trade partners, vendors, and warranty team members.
- Responsible for completion of all warranty repair work performed in the home that you are assigned to.
- Responsible for upkeep and maintenance of New Home Center as directed by Warranty Manager.
- Inspect all work for quality and completion, and have the home owner sign off on your work order.
- Schedule the delivery of necessary supplies.
- Use the computer systems and technologies provided to maintain your work order schedule, as well as to schedule trade partners as needed.
- Develop an organizational system for yourself that allows you to be efficient and responsive.
- Know and adhere to all standards set forth in the Bettenbough warranties as well as the StrucSure warranty guidelines.
- Make sure all vendors and trade partners are paid in a timely manner for all warranty work completed.
- Ability to learn and perform technical skill sets such as minor plumbing, electrical, drywall, tile, and other cosmetic repairs.

Qualifications:

- Communication - Superior
- Problem Solving - Superior
- Time Management - Superior
- Planning/Organization - Superior
- Mechanically Inclined - Superior

Work Environment and Physical Requirements:

- Ability to lift up to 50 lbs without assistance
- Ability to handle strenuous activity from ceiling repair to floor repair
- Ability to sit, stand, kneel, bend, reach, push and pull for long periods of time

Work Schedule:

- Typical work week = 45 - 50 hours. 7 a.m. to 5 p.m. Monday – Friday. On call rotation for after hours and weekends.
- Minimal travel will be required for company events and inter-region collaboration
- Meetings and events are occasionally required outside the typical work day

Experience preferred but not required.

Disclaimer: Although the Company has attempted to accurately and thoroughly describe this position, the Company reserves the right to change the same, including to change, add to or subtract from the duties outlined, within the sole discretion of the Company, at any time, with or without advance notice.