



JOB DESCRIPTION
FOR
Warranty Technician

OVERVIEW: 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 2-10 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

 Warranty Technician Print Name

 Warranty Manager Print Name

 Date

 Warranty Technician Signature

 Warranty Manager Signature

 Date