

**Orren Pickell Design Group, LLC**  
**Job Description**  
**WARRANTY & SERVICE ADVISOR**

**Job Title:** Warranty & Service Advisor  
**Division:** Orren Pickell Design Group, LLC  
**Reports To:** Jenn Koeune & Kevin Batz  
**FLSA Status:** Nonexempt  
**Prepared By:** Rachel Silverstein  
**Prepared Date:** April 25, 2019  
**Approved By:** Lisa Pickell  
**Approved Date:** April 26, 2019

**SUMMARY OF POSITION:**

Orren Pickell Building Group is looking to enhance our organization with a Warranty and Service Advisor. This individual will be a customer facing liaison between warranty, maintenance, construction and sales departments. The Advisor will coordinate sub-contractors to finish any punch list tasks, be able to complete small hands-on tasks while at the client's property to confirm customer satisfaction, upgrade and sell additional products and services, and work with customers to confirm overall satisfaction.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Walk thru property with client to confirm any open-ended tasks that need to be addressed
- Review Final Punch list with client, confirm, schedule or complete any additional tasks within 60 days, or advised exactly why the task cannot be completed within 60 days and advise when completion will occur
- Determine parts and supplies necessary to complete repair/installation
- Prioritize tasks according to urgency and schedule subcontractors
- Monitors time line and budget communication with client
- Direct and supervise work of subcontractors on project site
- Communicate schedule to subcontractors and to clients
- Keep accurate records of labor performed and materials used of each job
- Obtain and submit receipts for all supply/material purchases
- Visit ongoing maintenance program properties to meet with clients, discuss current level of satisfaction, and inquire about additional services
- Obtain follow up feedback from past clients and maintain relationship for referral business
- Contact past and current clients not utilizing the maintenance program to gauge interest in joining maintenance program
- Read and interpret plans, sketches, and shop drawings

- Communicate to client the type work that was performed, associated costs and any follow up that may be required
- Maintains client data base with up-to-date information; Completes registration of all customer prospects using contact management system, qualifying, categorizing and documenting all data correctly
- Troubleshoot home maintenance problems and make determination of most reasonable solution; Diagnose problems, replace or repair parts, test and make adjustments as needed and applicable
- If needed, perform general handyman work and remodeling tasks for residences to ensure customer satisfaction in a timely manner
- Perform related duties as assigned or needed

#### **QUALIFICATIONS:**

- 5 years construction experience; 5 years management experience
- Proficient at Microsoft Word, Excel, email and basic computer operation
- Ability to multi-task and meet deadlines
- Detail oriented and well organized
- Problem solving skills
- Able to handle customer complaints
- Able to interact with clients and coworkers on project site
- Able to resolve problems quickly and efficiently
- Work in a team environment with the Maintenance Manager (office support)
- Able to be discrete and flexible
- Adheres to security and protection of homes and possessions within them
- Physically capable of moving and lifting equipment
- Basic Plumbing, carpentry, and electrical understanding
- Clean driving record, reliable vehicle and auto insurance
- Possession of own basic tools
- Willingness to keep informed of new materials and methods in this trade

#### **CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid driver's license is required

Current & valid automobile insurance and coverage

Clean driving record and possession of reliable vehicle

#### **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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to climb ladders, crawl into tight spaces, bend down, kneel for extended periods and lift heavy objects
- Must be able to lift and move objects up to 75 pounds for 50 feet consistently

#### **WORK ENVIRONMENT:**

Clients residential homes/properties

Driving is required