

Orren Pickell Building Group
Job Description
WARRANTY & SERVICE ADVISOR

Job Title: Warranty & Service Advisor
Division: Orren Pickell Building Group, LLC
Reports To: Senior Superintendent
FLSA Status: Nonexempt
Prepared By: Vince Janowski
Prepared Date: May 13, 2020
Approved By: DRAFT
Approved Date: DRAFT

SUMMARY OF POSITION:

Orren Pickell Building Group is looking to grow our organization with a Residential Construction Warranty and Service Advisor. This individual will be a customer facing liaison between warranty, maintenance, and construction departments. The Advisor will work with customers to confirm overall satisfaction, coordinate sub-contractors to finish any punch list tasks, and be able to complete small hands-on tasks while at the client's property. Supervision and management of Maintenance Technicians that perform maintenance programs and small remodel projects is also required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Visit ongoing maintenance program properties to meet with clients, discuss current level of satisfaction, and inquire about additional services
- Review Final Punch list with client, confirm, schedule or complete any additional tasks within 60 days, or Communicate exactly why the task cannot be completed within 60 days and when completion will occur
- Walk thru property with client to confirm any open-ended tasks that need to be addressed
- Identify faulty workmanship or safety concerns in the residential setting; Initiate corrective action
- 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 working within the set contract timing for each project
- Direct, supervise and manage maintenance technicians on site
- Keep accurate records of labor performed and materials used of each job
- Obtain and submit receipts for all supply/material purchases
- Respond to customer inquiries regarding the Maintenance Division and OPBG
- 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
- 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
- Utilize Microsoft Word, Excel and PowerPoint to type letters, memos, reports and other presentation materials

- 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
- Software knowledge preferred: Sage/Timberline
- 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 Project 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 skills
- Clean driving record, reliable vehicle and auto insurance
- Possession of own 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 carry 75 pounds for 50 feet consistently

WORK ENVIRONMENT:

Clients residential homes/properties
Driving is required

COMPENSATION

Commensurate with experience

CORE VALUES

INTEGRITY To always work with the greatest integrity. Integrity is not just what you say, but what you do. It goes far beyond simple honesty, though that is at its heart. It encompasses the integrity of our staff, the integrity of each design, and in the end, the integrity of the project itself.

PRIDE To never lose the intense personal pride and passion we feel in our work.

TEAM To build our team around outstanding people...people with great heart, people who love what they do, people with a burning desire to be the best at what they do.

COMMITMENT To focus on exceeding client expectations.

QUALITY To never bend or cut corners on quality. In the end, imagination, creative energy, commitment, and unsurpassed quality are what we are all about.

VALUE To design, build, remodel, and maintain our clients' homes as a lasting family legacy and to always ensure that every home is a superb value and investment.

