



Director of Quality Assurance & Warranty Services

Responsible for designing and managing best in class processes and systems for assessing, processing and documenting customer complaints and product failure investigations. Oversee maintenance of complaint files, which includes evaluation of actions for thoroughness and acceptability. Works cooperatively with other departments to ensure closure of complaints within required time frames. Manages department personnel to ensure all incidents meeting the reporting criteria. Oversees Warranty Services and claims management.

Job Requirements

- BS Construction Management or engineering discipline or higher
- CQE and CQM Certifications – ASQ desired
- Seven years in the home builder industry required, with a minimum of 5 years in a management capacity
- Experience in post-market sustaining activities

Compensation \$85-\$95 based on education and experience

Send salary history with resume to hr@carpetsnmore.com