

CUSTOMER CARE WARRANTY SPECIALIST

General Purpose: Administrative and department support for Customer Care Division.

Oversee specific duties with the construction team and perform quality control finish review walks. Perform homeowner orientation with new homebuyers. Schedule worksite appointments with trades as needed. Verify completion of warranty work for customers. Partner with sales and construction teams. Interact with vendors and suppliers. Ensure all model homes are maintained in excellent condition and are presentable to customers at all times.

Essential Duties and Responsibilities:

Establish and maintain an effective working relationship with customers by managing their concerns in a prompt, courteous manner relating to warranty items that need repair.

Control warranty costs to minimize expenditures.

Continue relationship building with homeowners throughout the first year of occupancy.

Perform accurate assessments of all service requests submitted by homeowners and answer any warranty questions timely and accurately. This includes visiting the homeowner to ensure the validity of the service requested, in addition making an accurate assessment of potential needs for our trades to arrive prepared and able to fulfill the task in one visit. Generate work authorization forms if needed.

Prepare home and conduct our New Homeowner Walkthrough inspections and orientations.

Coordinate and follow-up with all scheduled subcontractors to perform necessary repairs in each homeowner's home. Perform adjustment and/or modifications as time permits. This may be a scheduled event or a homeowner emergency.

Field incoming telephone calls from homeowners, subcontractors, and office staff.

Travel is mandatory requiring reliable transportation and ability to operate a car.

Additional Skills:

3-5 years of experience in new residential single family and multifamily home construction operations experience. Candidates must possess excellent communication and problem solving skills.

Working knowledge of Microsoft Excel, Word, and Outlook is preferred.

High School diploma required. Bachelor's degree or equivalent preferred.

Bilingual a plus.

Harmony Homes offers a comprehensive, competitive salary and benefits package.

Harmony Homes is an equal opportunity employer. Harmony Homes is committed to taking affirmative action to employ and advance employment of women, minorities, qualified individuals with disabilities, and protected veterans.