

Job Description

Job Overview:

We are seeking a highly organized and detail-oriented individual to join our team as a Home Delivery and Warranty Superintendent. In this role, you will be responsible for overseeing the efficient and effective delivery of customers' homes, ensuring a seamless and positive experience. Additionally, you will manage the warranty process, addressing any issues or concerns to uphold customer satisfaction.

Responsibilities:

- Coordinate and schedule home deliveries in accordance with customer preferences and company policies.
- Resolve any delivery-related issues promptly and maintain open communication with customers.
- Ability to work on punch items such items as but not limited to, drywall, cabinets, doors and hinges, pavers, paint, and stucco.
- Walk through home with homeowners to evaluate home and make note of any punch items.

Drywall Repair:

- Identify and address any imperfections or damage in drywall surfaces.
- Coordinate with vendors to come and make the drywall repair.
- Occasionally make small drywall repairs.

Stucco Repair:

- Assess and repair stucco surfaces, addressing cracks, chips, or other damages.
- Coordinate with Warranty Manager to get timeline for stucco repairs in accordance with warranty guidelines.
- Schedule vendors to come to residence to make repairs.
- Apply and blend stucco materials to match the original texture and appearance.

Quality Control:

- Conduct thorough inspections of completed work to ensure it meets quality standards on a 120 point inspection.
- Address any deficiencies or touch-ups with Superintendent or Warranty Manager to schedule accordingly.
- Accurately take photos and make notes on specific items that need to be replaced or repaired with proper documentation.

Communication:

- Maintain effective communication with team members, project managers, and homeowners.
- Report progress, challenges, and completed tasks on a regular basis.
- Effectively discuss any open punch items accurately to appropriate personnel.
- Ability to answer and return calls, text messages, and emails in a timely manner.

Qualifications:

- Strong organizational and multitasking skills.
- Excellent problem-solving and decision-making abilities.
- Exceptional customer service and communication skills
- Knowledge of warranty processes and procedures.
- Familiarity with relevant regulations and compliance standards.
- Knowledge of home delivery operations and warranty management.

Requirements:

- The ability to lift heavy materials and tools, etc. at a minimum of 50 lbs.
- The ability to use powered hand tools.
- Ability to stand for long periods.
- Ability to safely climb ladders.
- Ability to communicate audibly with others.
- Dependability – jobs must be completed within certain timeframes, so workers must be able to fulfill obligations.

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday

Experience:

- Drywall: 1 year (Preferred)
- Warranty: 1 year (Preferred)

License/Certification:

- Driver's License (Required)

Job Type: Full-time

Salary: \$20.71 - \$24.94 per hour

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday

Application Question(s):

- What is your experience in doing New Home Construction punch work?

Experience:

- Punch work: 1 year (Required)

Work Location: In person