



Award-winning home builder in search of a full-time Warranty Technician to join our team.

We place a lot of importance on providing exceptional quality and superior customer service. This is a hands-on customer service/repair position. Potential candidates should enjoy working with customers, be presentable in appearance and uphold a clean and safe work site. The Customer Service Technician meets one-on-one with homeowners and fulfills a vital role in maintaining high customer service standards. The ideal candidate will have prior experience in construction, remodeling, or some craftsmanship role and possess general knowledge of all phases of home construction to include: framing, siding, roofing, windows, electrical, plumbing, HVAC, crawlspaces, etc. Skills that make this a match include: good personality, excellent communication and social skills, a self-starter, with an eye for details, responsibility & highly organized. An individual who will be successful in this role will be able to complete work to our elevated level of expectations efficiently & urgently.

Requirements of position:

- Must have a valid driver's license with a safe driving record. Driving is required in this position.
- Must pass pre-employment drug screen and background check.
- Must have great references and work history.
- A minimum of 2 general construction experience; residential preferred.
- Correct any household issue (drywall, paint, carpentry, windows, subfloor)
- Assist in completing punch list items for homes at pre-closing and 1-year warranty items
- Basic proficiency with Microsoft Office, Dropbox, GSuite, email and ability to learn and as needed

FLEXIBLE: 9a -5p M-F; with occasional adjustments of hours to handle planned and unplanned events (on-call Saturday – emergency only – very rare). Assist in maintenance of model homes and rentals (occasional)

OPEN: Communicate effectively with all staff regarding schedule and paperwork.

EFFICIENT: Address issues promptly and in a courteous manner. Also, understands and executes warranty requests within 48 hours. Time Management is essential.

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. You must follow safety protocols & procedures.

- Be able to lift 50lbs above your head unassisted
- Comfortable with heights greater than 10 feet (inspect gutters, roofs, etc)
- Repetitive movements, walk, sit, stand, climb, crouch & crawl
- Comfortable with small spaces (crawl space & attic)
- Demanding workloads and potential exposure to adverse weather conditions.

PERSONABLE: Clear and concise communication in laymen's terms to a homeowner to help them understand the process of the repair. Excellent communication and listening skills (empathetic, patient and respectful). Strong interpersonal and communication skills. Handle conflict and confrontation in a professional manner.

PROFESSIONAL: Self-directed and motivated. Exceptional follow up and organizational skills. Strong work ethic that can work with minimal supervision. Ability to multi-task and prioritize. Solid knowledge of construction site operations. Must be detail oriented (homeowner walk throughs) & able to multi-task in a fast-paced work environment. Consistent sense of urgency & time management when responding to warranty request or directing subcontractors. Investigate, diagnose, troubleshoot and creatively problem solve with the ability to present multiple solutions for a single issue.

Please submit cover letter, resume and wage requirements to Adrienne@CascadeWest.com