

Warranty Technician

ABOUT SHAPE

SHAPE is the real estate investment, development and management company leading some of the largest and most exciting projects in North America including The Amazing Brentwood, The City of Lougheed and RC at CF Richmond Centre.

Through our fully integrated platform, SHAPE specializes in complete neighbourhoods with a top-calibre mix of shops, restaurants, residences, entertainment and a complete range of daily services on rapid transit. By executing on every stage of the real estate process, from land acquisition to property management, we are able to collaborate more efficiently, work seamlessly and perform at the highest level. Every SHAPE property reflects lasting vision, bold creativity and obsessive attention to detail.

Our projects are complex, our vision is simple: deliver social and financial value for generations. With a proven ability to raise the bar across our diverse portfolio of assets, we build on where we've been to push the edge of better: for industry standards, quality of life and return on investment.

ABOUT THE ROLE

The Warranty Technician will be the front-facing representative of the SHAPE brand while also working behind the scenes to deliver every element of our warranty program. They will be responsible for the smooth functioning of warranty service requests. The successful candidate will be eager to challenge the industry standard by upholding SHAPE's commitment and passion for quality. The Warranty Technician will maintain SHAPE's brand by providing highest level of workmanship. To succeed in the role, the Warranty Technician must enjoy a challenge, think creatively, and provide exemplary customer experience. They will report to the Director of Warranty and work closely with SHAPE's construction, development, and property management teams.

Primary Job Responsibilities

- Maintain accurate documentation of all warranty activities, including repair details, materials used, and final resolution



- Manage multiple warranty trackers, ensuring up to date reporting on task progress and other relevant data
- Conduct in-person assessments during the warranty period to evaluate warranty requests and determine warrantability in accordance with applicable standards
- Deliver exceptional customer service by maintaining positive homeowner relations through timely, knowledgeable and professional support
- Complete approved warranty service requests, deficiencies, or maintenance requests that do not require skilled trades. This includes and not limited to:
 - Drywall repairs
 - Painting
 - Interior finishing carpentry
 - Minor scratches to tubs and toilets
 - Minor flooring repairs
 - Millwork chip repairs
 - Door adjustments
 - Mullion repair – scratches, dents, paint scuffs
 - Plumbing. Minor repairs, replacements, and adjustments
 - Caulking
 - Fire stopping installation
- Supervise trades performing warranty repairs. Perform quality control inspections and provide comprehensive updates to the internal team
- Conduct exploratory investigations on warranty requests and diagnostics
- Prepare repair scopes, including detailed methodologies and schedules
- Participate in deficiency and warranty walkthroughs with end-users; Strata Corporation's representatives; NHW agents and Consultants
- Maintain an up-to-date inventory of tools
- Champion best practices and lessons learned
- Perform other related duties as assigned by the Manager and Director

Qualifications

Required Knowledge, Skills, and Abilities

- An eye for detail. Strong quality control skills, including sound knowledge of construction methodologies
- Excellent conflict resolution skills. Ability to effectively handle confrontational situations and maintain objectivity in public relations
- Strong verbal and written communication skills

- A customer service mindset with a firm but fair approach
- Thorough understanding and ability to communicate 2-5-10 warranty obligations
- A team player with excellent organizational, interpersonal and communication skills
- Ability to manage multiple priorities and deadlines while working with minimal supervision
- Flexibility in availability – may be required to work extended hours, weeknights, and/or weekends as necessary
- Proficient in Microsoft Office (Word, Excel, Outlook)
- Knowledge of BC's Building Code an asset

Required Training and Experience

- Minimum 5 years experience as a deficiency detailer or warranty technician for residential projects or related field
- 5 or more years experience in construction quality control or quality assurance
- Post-secondary education in a relevant field is an asset
- Experience in scheduling and supervising skilled trades
- Experience in performing quality control inspections for residential new home construction

Working Conditions

The Warranty Technician will be required to travel to different sites when necessary and may be required to work the occasional weekend when necessary. The successful candidate will be working at the construction site and site office (safety PPE will be provided).

Salary Range: \$65,000-75,000/year

To apply, please visit our website at <http://shape.ca/careers>