



A QUALICO® Company

**Title:** Warranty/Service Technician

**Location:** 201-6525 177B Street, Surrey

### **About Us**

StreetSide Developments is the multi-family division of Qualico and has developed apartment style, town home style, detached houses and luxury condominiums throughout Western Canada with projects ranging from innovative urban development to historic retrofits. StreetSide Developments operates in Winnipeg, Edmonton, Calgary and Vancouver. To learn more, click [here](#).

At StreetSide Developments, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program and employee home purchase program.

### **Job Overview**

Reporting to the Director, Homeowner Care, as the **Warranty Technician** you will provide repair services for warrantable items in residential homes as well as arranging and scheduling trades to ensure delivery excellent service to exceed customer expectations.

Your day-to-day responsibilities will include:

- Coordinating with the Warranty Team to arrange or schedule customer appointments and provide details on resolution of deficiencies.
- Completing required repairs and quality control inspections or arranging and scheduling trades to complete repairs.
- Accompanying trades on service calls when required, documenting and notifying the Warranty Team of any back charges to be applied to trades.
- Negotiating a mutually agreeable solution for all parties involved to resolve customer concerns and trade disputes.
- Working safely and following all health and safety policies and procedures.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

### **Essential Requirements**

- High School Diploma, or equivalent.
- Minimum 3 years of home repair experience.
- Valid driver's licence and access to a reliable vehicle.
- Proof of COVID-19 vaccination.
- Satisfactory verification of criminal record check.
- Physically able to kneel and crouch as well as lift, carry, push or pull objects weighing up to 50 lbs.

### **Preferred Requirements**

- Prior experience working in the Construction industry would be an asset.
- Basic knowledge of construction practices is preferred.

- Comfortable using carpentry related tools and equipment is preferred.

### **What We Value**

- Creating trusting and successful working relationships.
- Taking responsibility for the outcome of decisions and actions.
- Cooperating with team members in an open, supportive and respectful manner.
- Setting clear, measurable and achievable goals.
- Consistently meeting customer expectations.
- Staying current with technical job skills.

### **Working Conditions**

You primarily work in customer homes during regular business hours. Work has exposure to noise from equipment/machinery as well as dealing with inclement weather and dust. Overtime may occasionally be required.

Qualico is committed to the health, safety and wellness of its employees and the community. By continuing our commitment to maintaining a safe and healthy workplace, Qualico has implemented a COVID-19 Vaccination Policy that requires all employees in Canada to be fully vaccinated. Proof of vaccination, in the form of a provincially recognized document, must be submitted as a condition of employment. Our policy allows for accommodation in cases of valid medical or religious exemptions. Information related to proof of vaccination or exemption will be kept confidential.

*Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.*

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

**Closing Date:** September 30, 2022

[Apply Here](#)