



Title: Owner Care Technician

Reports To: Manager, Owner Care

Key Accountabilities:

- Responsible for preparing new homes for homeowner orientation, after construction delivery
- Act as back-up to Manager, Owner Care, for Pre-Delivery Inspections (PDIs)
- Responsible for assessing and completing 30 Day, Yearend, Two Year and ad hoc warranty service requests
- Accountable for site management of Owner Care warranty work
- Act as an Owner Care Ambassador of Phelps Homes

Summary

The Owner Care Technician is an integral part of the Construction Operations team. Dealing directly with Phelps' Homeowners and our Trade Partners, the Owner Care Technician must be detailed and diplomatic in all dealings. A strong construction background, this role is responsible for assessing Tarion Warranty lists; either repairing items him/herself or assigning the item back to a trade partner for completion. The Owner Care Technician will communicate closely with both the Manager and Administrator of Owner Care to ensure proper & efficient resolution to homeowner concerns.

Specific Responsibilities:

- Review and conduct repairs in accordance with Tarion performance guidelines
- Adhere to Tarion guidelines and Phelps' obligations to Tarion
- Conduct scheduled warranty work and document, in detail, repairs as necessary
- Assist in coordinating repairs with trade partners at site level
- Communicate daily with Owner Care Administrator to ensure customer files are up to date
- Fill in applicable paperwork regarding assigned jobs/lists to guarantee office has up to date information
- Assign specific trade partners for follow up work as needed
- Carry out all repairs as directed by Manager, Owner Care
- Meet with homeowners to address complaints/concerns (as required)
- Interact with purchasers and trade partners on a regular basis

Position Requirements:

- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- A solid understanding of all construction trades and construction techniques
- Strong leadership and delegation skills
- Effectiveness in the areas of construction safety and productivity
- Strong time management, communication and problem solving skills

- Ability to work independently in a busy environment
- High level of sound and independent judgment and reasoning
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail
- Possess a valid driver's license
- First Aid skills and/or certificates are considered required

Education & Experience:

- High School Diploma, GED or equivalent
- College diploma in an appropriate construction related field
- 7-10 years of hands-on experience in residential construction
- Knowledge and experience with Tarion Guidelines
- Knowledge of local, provincial and federal workplace compliance regulations, ordinances and legislation

Working Conditions:

- Construction setting;
- Must be equipped for varying weather conditions
- Must be able to repeatedly lift 40lb
- Must be able to work with tight deadlines
- Must be able to interact with customers/trades in all types of situations

Phelps Homes welcomes and encourage applications from candidates with disabilities. We are dedicated to providing accommodations, on request, for candidates taking part in all aspects of the recruitment and selection process.