

# BC Admin Services LLC

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## Job Description

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**Job Title:** Warranty Representative  
**FSLA Classification:** Non-Exempt  
**Reports To:** Director of Warranty  
**Department:** Warranty  
**Direct Reports:** None

**Job Summary:** Warranty Representatives work directly with our homeowners while executing the Service Request Process, conducting customer service activities, upholding response and completion goals, and ensuring all work meets or exceeds plan specifications, quality, and safety standards. They act as a company liaison with our customers after the home has been constructed.

### **Job Duties and Responsibilities**

#### **Homeowner Interaction**

- Interact with homeowners in a way consistent with the BCN Employee Handbook and Service Request Process flow chart document.
  - Exercise discretion and independent judgment when determining warrantable and non-warrantable items (per warranty standards), determining the action plan, and determining the best way to communicate with the homeowner.
- When approaching (and when in the presence of) a BCN homeowner, the Customer Service Representative must wear BCN attire or a badge that identifies the Customer Service Representative as an employee of BCN.
- Upon request, the Warranty Representative must from time to time assume and carry out On-Call responsibilities requiring:
  - Being always within calling range with phone in possession and on during evenings and weekends.
  - Immediately responding to emergency messages/phone calls from Homeowners and Service Providers.
  - Carrying out of functions and processes as outlined in the On-Call Schedule and Emergency Procedures.
- Strive to resolve warranty submissions in 45 days or less and update warranty software daily to reflect progress.
- Record all homeowner correspondence into warranty software for record keeping (email, text, phone, verbal).

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### **Service Provider and Materials Management:**

- Exercise discretion and independent judgment to determine warranty eligibility based on the warranty standards, determine the cause (where possible) of each Service Request issue, and clearly describe the Trade Partner's responsibility regarding same in Work Orders generated and communicated via the "PLM" software system.
- Schedule the appropriate Trade Partner to perform repairs after performing the warranty assessment as outlined in the Service Request Process flow chart document.
- Obtain prior approval from Director of Production or Warranty Manager for tool and material expenditures over \$100 that are to be charged to BCN.
- Manage Trade Partners to ensure they show up on scheduled date/time to perform service work and coordinate their activities and provide assistance when required to facilitate a smooth repair process.
- When present during service work, ensure adequate safety precautions are taken during all repairs to protect the lives and health of all occupants.
- Generate/approve Purchase Orders (PO's) to Trade Partners (where applicable) within the same billing cycle cut-off as the Service Provider invoice is received.
- Develop/maintain good working relationships with all Trade Partners.
- Ensure all work is being completed properly, in an acceptable manner. Manage the situations where the work is not up to standard.
- Provide feedback to Construction, Purchasing and Warranty Management upon request regarding Trade Partner performance.
- Ensure the proper storage of equipment and materials used in the warranty process.
- Always get homeowner approval on each completed service request issue (email preferred, with notes in PLM).

### **General Duties**

- Utilize the Warranty department software system effectively and efficiently.
- Maintain updated knowledge of all scopes, specifications and warranties.
- Provide leadership to team members by modeling the company values, vision, safety, and operating principles.
- Commute to and from job sites in a timely and safe manner.
- Provide feedback to Construction, Warranty and Warranty Management upon request regarding BCN Technician performance.
- Submit Expense and Mileage reports to Warranty Manager on the first business day of each month.
- Other duties as assigned.

### **Experience and Education**

- High school diploma or equivalent required; Bachelor's degree with emphasis in management, construction, or related field encouraged.
- Minimum of two years of construction experience preferred.
- Experience within residential construction industry a plus.

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### **Knowledge, Skills and Qualifications**

- Ability to perform the essential functions of the job in accordance with Company standards and policies, and professional business practices.
- Must possess and maintain a valid driver's license.
- Strong organizational, communication (oral and written), management, and planning skills.
- Must be computer literate, with experience in Gmail, Windows and Excel.
- Must be able to develop and maintain necessary skills to be proficient in current smart-phone technology and proprietary software use.
- Ability to do simple math calculations, accurately code and input data into a computer, and analyze results as required.
- Must understand vague and implicit instructions and react favorably in all work situations.
- Must be adaptable and flexible in dealing with a variety of people and capable of handling difficult situations.
- Ability to proficiently identify and resolve issues, establish priorities and achieve desired outcomes.
- Ability to read and understand building plans.
- Must be comfortable and confident in decision making and exercising problem-solving authority.
- Must be able to communicate clear performance expectations and desired results.
- Ability to work independently and complete daily activities according to work schedule.
- Ability to understand, follow and transmit written and oral instructions.
- Ability to meet attendance schedule with dependability and consistency.
- Willingness and ability to perform manual work following verbal and written instructions.

### **Physical Demands**

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires bending, stooping and stretching, lifting, pushing, pulling, and carrying objects.
- Requires lifting up to 50 pounds.
- Requires normal range of hearing and vision to record, prepare, and communicate appropriate reports.
- Requires eye-hand coordination and manual dexterity adequate to operate tools, as well as standard office machines such as computers and other office equipment.
- Requires crawling or maneuvering in spaces with low head clearance.
- Requires the ability to climb/descend ladders if necessary.
- Requires working under stressful conditions and working irregular hours.

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- Requires working in areas which are not ventilated or air-conditioned.
- Ability to lift heavy objects, walk and stand for long periods of time, and perform strenuous physical labor under adverse field conditions.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasionally work near moving mechanical parts; in high, precarious places; in outside weather conditions; and is exposed to fumes or airborne particles.
- The noise level in the work environment is loud at times.
- The employee will be required to walk terrain that is not yet under construction or under construction and must occasionally traverse terrain with or without streets or sidewalks.
- Regular and predictable attendance at the designated work site is required.

### **Position Type and Expected Hours of Work**

- Full Time Position
- Typical days and hours of work are Monday – Friday from approximately 8am – 5pm
- Occasional on-call work to cover weekends and nights is required.

### **Compensation and Benefits**

- Base compensation range: \$21.30/hour to \$28.80/hour
- Additional compensation:
  - This position does not have a commission plan.
  - This position may be eligible to participate in other company bonus plans as they become available.
  - This position is eligible for a vehicle allowance.
- Benefits: All full-time employees are eligible to participate in the company's benefits programs; including, but not limited to:
  - Medical, dental, and vision insurance
  - Long- and short-term disability insurance
  - Group and voluntary life insurance
  - Paid time off
  - 401(k) retirement plan

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