

Sorbara is looking for a Warranty Service Coordinator to join our growing team!

About Sorbara Group of Companies:

Over 80 years, we've become an established real estate, planning, development, construction, investment, and management firm that's known for delivering well-designed spaces in the communities where people live, work and play. This has positioned us for continued success by giving us firsthand experience with changes in the market and the expertise to adapt with agility. As we look toward the future, we embrace opportunities to innovate and further strengthen our legacy.

As a respected, family-run company with 80 years of experience, we're always looking for exceptional people who share our commitment to quality, integrity and innovation. Take your career to the next level by joining our growing team!

The Position:

Reporting to the Service Manager, the Warranty Service Coordinator is responsible for overseeing the warranty needs of the Warranty Service Department to ensure that PDI, 30-day, Year-End, 2nd Year, and QA inspections are conducted in a timely manner. This is a full-time position at our office located in Vaughan, Ontario.

The following is a list of the major responsibilities of the Warranty Service Coordinator:

- Work with Service Manager and Service Team to ensure all inspection needs are being addressed in a timely manner.
- Work with Service Manager to schedule inspections on behalf of the Service Department, ensuring Tarion-mandated timelines are adhered to which includes:
 - PDI appointments with purchasers prior to occupancy.
 - 30-Day inspection appointments with homeowners within 45 days of occupancy.
 - Year-End inspection appointments with homeowners within 30 days of receiving request.
 - Second-Year inspection appointments with homeowners – as required – within 30 days of receiving request.
 - MSD inspection appointments with homeowners – as required – within 2 weeks of receiving request.
- Work with the Service Team as well as our trade partners to ensure in-home work is scheduled appropriately (in as few appointments as possible). All work to be completed in accordance with Tarion timelines and guidelines.
- Review work orders completed by the Service Technicians and following up with homeowners to ensure completion of work.
- Ensure the system (Newstar) is maintained and kept up-to-date. This includes checking daily for new purchaser warranty lists and ensuring all deficiencies are logged, tracked, and being managed in the system.
- Organize and maintain purchaser lot files for Warranty Service Team to ensure all relevant data related to a lot/unit is readily reviewed and accessible.
- Responsible for providing excellent customer service to our homeowners while maintaining a professional demeanor.

- Work with the Service Manager to prepare and/or oversee preparation of weekly/monthly reports for Senior Management outlining ongoing warranty performance and measures being taken to address difficult files.
- Keep the Service Manager up-to-date with all at-risk files (e.g.: potential conciliation/LAT, extremely demanding homeowner, high-value repairs, etc.).
- Other duties not mentioned above as determined by the needs of this role as well as the Warranty team.

Qualifications:

- Ability to work effectively and efficiently in a team setting as well as individually.
- Excellent verbal and written communication skills.
- Previous experience in the new home construction industry considered an asset.
- Previous customer service experience considered an asset.
- Previous Newstar experience is considered an asset.

What We Offer:

Sorbara offers employees competitive compensation plans and benefits coverage, as well as wellness and mental health resources including an Employee Assistance Program, Telemedicine and Mental Health Navigator to support the mental and physical well-being of our employees.

How to Apply:

Interested? We'd love to see your application! Please send your resume and cover letter to ewoods@sorbara.com referencing the Warranty Service Coordinator position. We appreciate your interest in the position, however only candidates that are selected for an interview will be contacted.

The Sorbara Group of Companies welcomes diversity in the workplace and, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Sorbara is committed to accommodating applicants with disabilities throughout the hiring process. At any stage of the recruitment process, Human Resources and/or the Hiring Manager will work with applicants requesting accommodation.