

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:**

The Warranty Service Coordinator is responsible for managing the inspection needs of the Warranty Service Department to ensure that PDI, 30-day, Year-End, 2<sup>nd</sup> Year, QA inspections, and service appointments are conducted in a timely manner. This is a full-time position located on site in Fergus, 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 and/or conduct (as required) in-home 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.
  - Review repairs completed by Service Technicians as required to ensure quality of work.
- Work with Service Manager and Service Inspector(s)/Technician(s) to ensure in-home work is scheduled appropriately (in as few appointments as possible) and that trades are scheduled accordingly. All work to be completed in accordance with Tarion timelines and guidelines.
- Ensure 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 Newstar.
- 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 to create and maintain positive relationships with homeowners. This includes ensuring language used in-home does not expose the Company to undue liabilities and constantly maintaining a professional demeanor with homeowner.
- Work with 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 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.

**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:**

To apply, please send your resume and cover letter to [ewoods@sorbara.com](mailto: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.