



Job Description

Position Title: Warranty Manager Team: Construction Services
Supervisor Title: Director, Construction Services FLSA Status: Exempt
Date: 04/2021

General Position Summary:

Greater Des Moines Habitat for Humanity's Warranty Manager will play a key role in managing the warranty, repair, education, and walk-through process for new and existing Habitat for Humanity home buyers as well as Rock the Block® families. In addition, this person will fill in as a Construction Manager and support the Construction Services field team on construction sites as needed.

Core Responsibilities:

Regular and predictable attendance is a required function of this position.

The Warranty Manager has the following main duties:

- Conduct scheduled pre-purchase walk-throughs with new home buyers ensuring Habitat's quality of standard is maintained for all homes
- Prepare punch list and necessary paperwork for pre-purchase closing, detailing any open or incomplete items that still need action
- Educate home buyers on all systems in the home as well as provide sub-contractor information where applicable
- Share contact information with each family to include office number and e-mail address. Company cell phone number to be given upon request with parameters on when to call and when to expect a response
- Participate with Family Services in conducting Pre and Post education classes
- Schedule with new home buyer families, annual walk throughs and warranty review sessions
- Assist the Construction Services field teams as a Construction Manager to lead both new construction as well as Rock the Block® sites during events or other high peak and on demand times. This could include leading both volunteers as well as AmeriCorps members
- Verify family satisfaction for all completed Rock the Block® projects
- Maintain warranty database utilizing Buildertrend to track current and past warranty issues
- Generate weekly reports and submit to the Director of Construction Services and Construction Superintendent (s) detailing outstanding punch list and warranty repair items that need to be addressed

Day-to-day responsibilities:

- Assess warranty issues, concerns and repairs
- Answer phone calls and emails in timely manner – special emphasis given to those calls that may be of an emergency in nature
- Maintain warranty database including other relevant data collection. Migrate current process to Buildertrend to aid in team efficiencies
- Communicate repetitive warranty and punch list issues to the Director of Construction Services and the Superintendent (s) of Construction Services to help identify any construction practices that may need addressed
- Work closely with Rock the Block® outreach team to close out projects including ensuring 100% satisfaction of each family served
- At times work with and manage AmeriCorps team members
- Fill in as a Construction Manager assisting field teams where help is needed when there is no other pressing warranty work
- Other duties as assigned

Works Closely with:

- Construction Services and Family Services teams

Time Requirements:

- –Tuesday - Saturday from 7:30 a.m. - 4:30 p.m., weekend and evening work sometimes required

Requirements:

- Understand the Habitat for Humanity philosophy and willingly promote it
- Strong communication and interpersonal skills
- Work effectively with GDM Habitat staff, volunteers, and community at large
- Self-starter/able to work independently without supervision
- Results and mission driven with customer service a top priority
- Have a demonstrated knowledge of basic construction practices
- Able to read blueprints and decipher construction documents
- Demonstrates the ability to use commonly-used concepts, practices and procedures as well as tools within the field
- Team player with ability to engage people of a wide variety of backgrounds and skills
- Able to lift 50 pounds
- Able to work, walk and climb where necessary at GDM Habitat work sites
- Exchange ideas and convey detailed information accurately to staff, volunteers, subcontractors, community members and others
- Able to drive Habitat or personal vehicles to work sites and vendor locations in the Greater Des Moines area
- Willing to participate in additional job-related training as assigned
- Must meet or exceed the ability to demonstrate the 5 core and common competencies outlined below
- Convey clear, concise information to others, using verbal or other appropriate communication techniques
- Complete formal training plan and assignments as required
- Treat others in a nondiscriminatory, lawful and ethical manner, respecting the differences among people, and the value they bring to GDMHFH

- Follow safe practices in all work activities to avoid injuries and accidents

Job Competencies

Demonstrate commitment to Greater Des Moines Habitat for Humanity’s Mission and Core Values of:

1. Build Solutions
2. Build a Safety Mindset
3. Build Faith And Family
4. Build as Stewards
5. Build with Heart

Normal Work Environment (Check best description):

| Office | Outdoors | Retail | |
|--------|----------|--------|---------------------------------|
| X | X | | Continuous (67-100% of workday) |
| | | | Frequent (34-66% of workday) |
| | | X | Occasional (1-33% of workday) |

Physical Requirements:

Continuously = 67-100% of workday

Frequently = 34-66% of workday

Occasional = 1-33% of Workday

| | | | |
|----------|----------------------------|----------|------------------------------|
| <u>F</u> | Sitting | <u>F</u> | Standing |
| <u>F</u> | Bending | <u>O</u> | Twisting |
| <u>O</u> | Stooping | <u>O</u> | Reaching above Shoulder |
| <u>O</u> | Kneeling | <u>F</u> | Reaching below Shoulder |
| <u>O</u> | Crawling | <u>O</u> | Working at Low Position |
| <u>F</u> | Climbing Stairs | <u>O</u> | Pushing/Pulling |
| <u>O</u> | Climbing Ladders | <u>O</u> | Working on Elevated Surfaces |
| <u>F</u> | Driving | <u>F</u> | Walking |
| <u>O</u> | Working on uneven surfaces | | |

Weight Lifting/Carrying:

O Sedentary (0-10 lbs.)

F Light (11-25 lbs.)

F Medium (26-50 lbs.)

O Heavy (51-74 lbs.)

O Very Heavy (75-100 lbs.)

Dexterity:

C Eye/Hand Coordination

F Feet (foot pedals)

F Fingering (picking, pinching, etc.)

F Handling (holding, grasping, etc.)

F Wrist Motion (repetitive flexion/rotation)

Hearing: X Yes No

If yes, explain the reason hearing is necessary:

Hearing is necessary to perform the job as the ability to communicate verbally is essential to training and coordination with internal and external customers.

Visual Acuity Distance: (Example - clarity of vision at 20 inches or less):

Clarity of vision sufficient to view computer monitor, read scopes of work, read reports, perform home inspections and repairs, as well as drive between office and work sites.

Equipment/Supplies/Tools

- Computer and Accessories
- Printer/Copier/Scanner/Fax
- Telephone
- General Office Supplies
- Hand Tools
- Power Tools
- Ladders

Mission Statement: Seeking to put God's love into action, Greater Des Moines Habitat for Humanity brings people together to build homes, communities and hope.