

GDM Habitat for Humanity's *Warranty and Quality Support Manager (WQSM)* plays a key role in managing the warranty, repair, education, and walk-through process for home buyers and homeowners. Along with pre and post purchase activities, the WQSM supports all panel builds and the Construction Services team as needed.

THE JOB:

WARRANTY MANAGER DUTIES:

The WQSM works with new home buyers and current homeowners to ensure quality standards are met during the home build by conducting walk-throughs to identify and work through punch list items as well as conducts a 1 year walk through and warranty review session with home buyers. The WQSM also participates with Family Services in conducting pre-purchase and post-purchase education including the safe operation of all systems in the home.

CONSTRUCTION QUALITY SUPPORT DUTIES:

The WQSM also assists the Construction Services field teams and operations teams as needed. In addition to actual building/construction, this could include leading both volunteers and AmeriCorps members.

WORK SCHEDULE:

- Tuesday - Saturday from 7:30 am - 4:30 pm
- Weekend and evening work sometimes required (hours may vary based on workload and project deadlines)

BENEFITS:

- Medical, dental and vision insurance with very generous employer contribution
- Retirement plan with employer match
- Long-Term Disability insurance paid by employer
- Generous PTO plan PLUS 10 Paid Holidays
- Education Reimbursement plan
- Employee Referral Bonus
- ReStore Discount
- Tool Lending Library Membership

REQUIRMENTS:

- Have a demonstrated knowledge of 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
- Outstanding communication and interpersonal abilities
- Highly organized and detail-oriented skills
- Must be proficient with Microsoft office products and must be willing and able to learn other software programs
- Confidentiality with all client information
- Must successfully pass the Physical Capacity Profile (PCP) Testing Procedure
- Must have valid driver license and at least minimum required vehicle/driving insurance



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