
Title:	Warranty and Repairs Coordinator	EEO Classification:	Craft Worker
Department:	Construction	FLSA:	Non-Exempt
Reports To:	Director of Construction	Date Written:	08/28/2019
Status:	Full time	Date Revised:	

Position Summary:

The Warranty and Repairs Coordinator is responsible for managing the warranty work on new construction and the rehabilitation of existing housing in accordance with applicable building codes. The Warranty and Repairs Coordinator will plan, manage and conduct all projects in a professional manner from initial assessment to project completion.

Responsibilities:**Repair Project Coordination**

- Create home warranty and repairs schedule and provide weekly progress updates on each project to Director of Construction
- Identify and empower volunteer home repair leaders to assist in providing project oversight and completing scope of work
- Ensure all safety regulations and procedures are followed in the home repairs program, including but not limited to: OSHA, supervisor and volunteer training, tools, and job site environment
- Ensure necessary equipment, supplies and vehicles are procured, inventoried and maintained regularly
- Coordinate with homeowner services staff to facilitate communication with homeowners and to conduct final project walkthroughs, address warranty issues and complete homeowner follow up processes

Project Preparation

- Complete whole house assessments for each project to identify issues requiring repair related to health, safety, accessibility and energy efficiency and develop a project scope of work
- Identify project tasks to be completed by volunteers and/or subcontracted skilled labor, determine the number of hours/days required and estimate itemized costs to complete the project
- Determine materials/supplies/equipment needed to complete the project and manage logistics related to purchasing, delivery, inventory, utilization and returns/reimbursements
- Obtain applicable permits and materials/tools in a timely, accurate and budget conscious manner to ensure projects start and finish as scheduled with a high level of organization

Construction Vehicle Utilization

- Ensure vehicle is adequately equipped with building materials and supplies necessary for each project at the beginning of each workday
- Transport vehicle to job-site in advance of scheduled repairs and back to affiliate office after project completion
- Ensure vehicles are properly organized at the end of each work-day with tools/materials returned to appropriate bins/locations

Repairs Site Supervision

- Work with volunteer group leader to schedule and assign tasks to volunteers in accordance with scope prior to commencing work
- Remain on-site for the duration of project as the designated competent person and staff lead
- Notify Director of Construction immediately of any critical issues that are uncovered or become larger in scope than anticipated to determine course of action and initiate change order if necessary

Subcontractor Utilization

- Solicit bids from all subcontractors and suppliers in keeping with project scope to maintain the best quality and pricing possible
- Use in-kind material and labor when possible; maintain familiarity with and usage of HHGG GIK program
- Ensure all subcontractors that perform work for HHGG have necessary licenses and the required amount of liability insurance and workers compensation. Collect copies of W9s and Certificates of Insurance
- Order inspections and ensure that all relevant code requirements are met or exceeded
- Monitor, review and confirm subcontractor/tradesmen related work and provide approval to accounts payable to process payment
- Perform other tasks as assigned

Knowledge, Skills, And Abilities Required:

- Construction knowledge and experience involving all aspects (carpentry, foundations, siding, roofing, skilled trades, finishing, painting, landscaping, etc.) of residential construction both rehabilitation and new construction
- Effective management of people, time, and resources, within large groups
- Critical thinking and troubleshooting
- Excellent oral, written, and illustrative communication skills
- Diplomacy, persuasiveness and conflict management/resolution skills needed for difficult interactions
- Safety/First Aid training for emergencies on-site
- Ability to create, sustain, and grow relationships with Habitat homeowners
- High level of organization, self-starter initiative, attention to detail and follow-through, able to manage multiple priorities effectively

Minimum Qualifications:

- High school graduate or GED; Bachelor’s degree is preferred
- Two or more years of experience in the residential construction industry directly related to house construction
- Experience in leading and supervising unskilled volunteers is a must
- Computer literacy and working knowledge of office software applications and programs

Physical Demands:

- Valid driver’s license, reliable transportation and willingness to travel to worksites, meetings and activities
- Ability to be on one’s feet for extended periods of time, often on rough and uneven terrain
- Ability to lift up to 75 lbs. on a regular basis
- Ability to work on ladders and heights of up to two-stories
- Ability to work in varying weather conditions – sites are often not heated during winter and not air-conditioned during summer
- Regularly required to sit, stand, and walk; frequently required to use hands; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and talk or hear

Work Environment;

Service site is an active construction site with uneven terrain. Project Superintendents will serve both indoors and outdoors during all types of weather.

Expected Hours of Work:

Days and hours of work are Tuesday through Saturday, occasionally a Sunday, 8-hour days, 40 hours a week.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for this position. All employees may have other duties assigned at any time.

Additionally, this document does not represent a contract of employment, and Habitat for Humanity of Greater Greensboro, Inc. reserves the right to change this job description and/or assign tasks for the employee to perform, as it may deem appropriate.

Habitat for Humanity of Greater Greensboro is an Equal Employment Opportunity organization

Habitat policy prohibits discrimination based on race, sex, color, creed, national origin, age, citizenship, mental or physical disability or veteran/reserve/National Guard or any other similarly protected status.

Employment with Habitat for Humanity Greater Greensboro is a voluntary one and is subject to termination by you or Habitat for Humanity Greater Greensboro at will, with or without cause, and with or without notice, at any time.

Employee Acknowledgment

As indicated by my signature below, I acknowledge that I have read and understand this job description and agree to comply with such.

Employee Printed Name: _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____