



Construction Service/Warranty Manager

Position Summary:

We are looking for a detail-oriented Construction Service/Warranty Manager to oversee our newly formed service department to handle post-occupancy customer service interactions warranty work and other small projects. The responsibilities of this role include providing the highest level of customer service, developing lasting customer relationships, and managing the service team members. The service manager maintains a strong working knowledge of all industry standards and practices as well as the company's services.

To be successful as a service/warranty manager, you should display a strong customer-minded attitude as well as excellent leadership skills and a safety focus. You will need to develop and maintain strong, positive relationships with customers and subcontractors.

Department: Operations

Reports To: Vice President of Operations

Direct Reports: Field Carpenters, Subcontractors

Status: Exempt

Responsibilities:

- Manage post occupancy work requests, Day 2, and other small projects as assigned.
- Delegating and directing service tasks, monitoring the progress of current projects, and managing service team members to ensure the team's objectives and goals are met.
- Handling post-occupancy customer complaints or concerns quickly and professionally to maintain good customer relationships and ensure repeat customers.
- Assisting with administrative tasks, such as managing and updating invoices, developing department procedures, processing new orders, and tracking inventory.
- Setting up and maintaining a service desk.
- Resolving service desk problems and improving service methods to increase the service desk's productivity and customer satisfaction.
- Auditing work and customer service to ensure the company's high standards, efficiency, and productivity goals are met.
- Maintaining strong relationships with Clients, Subcontractors, and Owner representatives.
- Helping to train new employees in company procedures.
- Maintaining a strong working knowledge of industry regulations, restrictions, and laws; ensuring the company's adherence to these regulations and remaining current on the industry's standards and new innovations, materials, tools, and processes.
- Manage department staffing to maximize efficiency and utilization support.



- Monitor project closeout process and ensure all documentation is passed onto clients.
- Manage the completion of all warranty work including coordinating Subcontractor and supplier involvement.
- Conduct “9 month” warranty walk with clients to develop and manage action items from walk.

Qualifications:

- A bachelor’s degree in construction management, engineering, business, or related field.
- 5-7 years of construction and management experience.
- Strong industry knowledge.
- Excellent leadership, communication, sales, and customer service skills.
- Computer literacy and good organizational skills.
- Strong creative thinking and problem-solving skills.
- The ability to work under pressure and handle stress.
- The ability to travel to job sites.
- OSHA 30 Certification

Physical Demands and Work Environment:

- While performing the duties of this job, the employee is regularly required to sit for long periods of time; talk or hear; perform fine motor, hand and finger skills in the use of a keyboard, telephone, or writing. The employee is frequently required to stand; walk; and reach with arms and/or hands. Specific vision abilities include close vision, distance vision, depth perception and the ability to adjust focus. The employee will spend the majority of their time in an office environment with a quiet to moderate noise level.

Necessary Attributes:

- Excellent verbal and written communication skills and attention to detail
- Team player with solid interpersonal skills
- Dedicated and hard working
- Exhibits leadership qualities
- Ability to work in a fast-paced environment

EEO Statement:

Elaine Construction is an Equal Employment Opportunity (EEO) employer. It is the policy of the Company to provide equal employment opportunities to all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, genetic information or any other characteristic protected by law.