

Warranty Technician

At Claridge Homes, we are dedicated to quality and craftsmanship without compromise. Located in Ottawa, ON, we pride ourselves on providing a healthy, diverse, and balanced work environment. Working with a team of over 250 Full time employees, top contractors and professionals we have built more than 8,000 Tarion certified homes, 4,000 condominiums and several retirement homes totalling 500 suites. We have grown to become Ottawa's largest land developer because each project we strive to provide maximum value and customer satisfaction.

We are currently seeking a Full Time Warranty Technician to join our Service Team.

The ideal candidate will need to be able to prioritize workloads, manage projects, work with other trades, deal with purchasers/home owners all while working closely with our Service Coordinators, Inspectors and Trades. Strong customer service skills are a must.

Reporting to the Warranty Service Manager, the Warranty Technician will be responsible for:

Pre Homeowner Occupancy

- Fix and eliminate deficiency items before Certification of Completion and Pre-Delivery Inspections, including preparation for occupancy inspection. Items may include, but not limited to: drywall patching, painting, rough carpentry work and other duties as required.
- Assess and Remediate any construction deficiencies prior to occupancy.
- Ensure complete cleanup of home, inside and outside.

Post Homeowner Occupancy

- Fix and eliminate all warranted deficiency items as noted on Homeowner Warranty Forms:
- Review service warranty lists with homeowners – explaining timelines for each item to be repaired.
- Advise homeowners of process to assign work to trades and rough timelines.
- Preparation of homes to ensure compliance with service standards.
- Ensure complete cleanup of home, inside and outside.
- Develops a positive and helpful working relationship with the Homeowner.
- Seek opportunities to assist homeowners to provide exceptional customer service.

Knowledge, Skills and Abilities:

- Completion of High school education.
- Experience in residential/commercial construction, renovations and/or repairs.
- Knowledge of and demonstrated proficiency in a variety of functions including but not limited to carpentry, drywall, painting.



- Knowledge of various tools and equipment required to perform the functions of this role.
- Excellent customer service skills in dealing with homeowners.
- Ability to coordinate multiple tasks in a positive manner as well as having a flexible work style.
- Flexible, and the ability to travel daily to assigned sites and to work at various build locations.
- Self-directed and motivated with ability to work independently, and with little supervision.
- Punctual, reliable, with an excellent work ethic is paramount
- Must have own vehicle and tools.

Please send applications to: HR@Claridgehomes.com

Claridge Homes is committed to being an Equal Opportunity Employer. Please advise in advance if you require any accommodation during the application or selection process. Any information you send us will be handled professionally, respectfully and in complete confidence.

While we thank all candidates for their interest, only those selected for further consideration will be contacted.