



## Warranty Superintendent - Job Description

### Company Summary:

Onyx+East is a homebuilder that delivers well-crafted and designed homes in urban settings. We focus on building in walkable, lasting locations ensuring each property provides comfort, livability, convenience, and practicality. We are committed to serving our clients through offering a quality project, maintaining transparent communication, and encouraging a relationship, rather than a mere partnership. We are thinkers. We are visionaries. We are envelope pushers. We work towards ensuring our residents live with a sense of comfort, community and sustainability.

### Job Summary:

The Warranty Superintendent is responsible for managing O+E Warranty and Customer Service needs post-closing. You will be a crucial part of ensuring that our homeowners enjoy their O+E home for many years to come.

### Key Job Duties and Responsibilities:

- Handle homeowner warranty requests in a professional manner, respond to homeowners within 24 hrs. and inspect issues when necessary within 72 hrs.
- Evaluate all homeowner requests to determine if repair is warrantable or considered a homeowner maintenance responsibility.
- Determine trade partner accountability for applicable back charges and PO's.
- Input, schedule, and monitor progress on all scheduled warranty request work orders.
- Formulate and send out routine seasonal reminders to homeowners and trade partners at appropriate time throughout the year.
- Schedule and complete all 11-month homeowner walk throughs.

### Experience and Skill Requirements:

- Minimum of 3 years of applicable construction experience
- Strong written and verbal communication skills
- Proficiency in Microsoft Office applications (Word/Excel)
- Extremely self-sufficient
- Keen attention to detail and accuracy
- Excellent organizational, time management, and planning skills
- Proven analytical skills and problem solving
- Valid Drivers License and Auto Insurance Coverage

Position Reports to: Warranty and Quality Assurance Manager