

Performance lives here.

Come and join our award winning team.



Our home base could be yours too.

As the **Warranty Services Manager, Multi-Family**, you are very comfortable with the complexities of running a Warranty department, managing a team of professionals, and providing them with support on a daily basis. You are driven and motivated to be a part of a dynamic team. You have a willingness to learn and understand that customer service is a priority.

Are you ready to join our team and help provide our customers with a worry-free home?

A Day in the life of a Multi Family Warranty Services Manager:

- Manage a team of Area Service Managers and a Warranty Coordinator
- Conduct Service Team meetings to discuss issues, budgets, training, safety, schedules and workload
- Maintain a focus on customer satisfaction while preserving the objectives of top quality, on-time and on-budget
- Ensure trade and supplier contracts are honored in terms of warranty commitments
- Manage relationships with trade partners to ensure quality issues are brought forward and dealt with

What you will bring to the table:

- 5+ years in a management role responsible for customer service
- Demonstrated ability to deal tactfully and diplomatically with customers
- An understanding of working within budgets and how warranty costs impact the business
- Ability to leverage the use of computerized systems to streamline and improve customer service
- 7 + years' experience in multi/commercial construction is considered an asset
- Knowledge of apartment building practices, procedures, and building codes are considered an asset
- Understanding of condominium fundamentals
- Ability to react well under pressure and treat others with respect

As a Platinum Member of Best Managed Companies, we will provide you the following:

- Flexible health and dental coverage.
- Employer matching Group RRSP program and discount programs on Jayman products.
- Customized Training Programs.
- Employee Discounts
- On site Gym
- Extensive community and volunteer involvement.

Do you see the magic? Are you ready to be part of the lifestyle? Join the award winning Jayman BUILT team and contribute to our exceptional track record, with over 26 thousand homes built in the last 38 years. Please send your resume and cover letter to <https://www.fitzii.com/apply/30102> no later than May 25, 2018.

We thank all applicants for their interest; however only those selected for an interview will be contacted. No telephone or agency inquiries please.