

WARRANTY ADMINISTRATOR AND RECEPTIONIST

Genesis Builders Group – Calgary, AB

AUGUST 2021

Company Overview

Genesis is a Calgary based award-winning land developer, creating innovative and successful communities in the Calgary Metropolitan Area, and is also an award-winning residential homebuilder through its subsidiary Genesis Builders Group. Genesis is committed to supporting its communities through partnerships like the Genesis Centre of Community Wellness and Genesis Place Recreational Centre. The Corporation's common shares are listed on the Toronto Stock Exchange (TSX: GDC).

At Genesis we believe in the power of relationships. We take pride in our work and our organization. We dare to dream and above all, we value integrity. We offer competitive wages, employee home purchase program, one of industry's best health & benefit packages, continuing education reimbursements, and career growth within the Genesis team.

Position Title: Warranty Administrator and Receptionist
Reports To: Warranty Coordinator and Office Manager
Job Type: Full-Time Permanent
Location: Calgary, AB

The Warranty Administrator and Receptionist is an integral part of the Genesis Builder's team. The successful candidate will have an established track record in providing superior customer service, ability to coordinate and work well as part of a team and independently, and flexible with taking on tasks, learning, and growing as part of a team.

Role Responsibilities

Warranty Administrator:

- Scan and save warranty and accounting documents (inspections, invoices and loan draw-downs)
- Creation of home owner and spec pre-delivery/possession packages
- Prepare & send possession letters
- Print Trades Day paperwork
- Send work orders to trades in advance of Trades Days
- Update scheduled possessions workbook
- Coordinate and accurately update customer files/contacts as per warranty policies.
- Schedule quality assurance checks, re-delivery inspections, and 2/9 month inspections.
- Other duties as assigned.
- This role reports to the Warranty Coordinator.

Receptionist:

- Greet and acknowledge all visitors / customers that enter the reception area
- Answer and screen incoming calls and redirect calls or take messages when required. Maintain general email inbox, redirecting emails as needed
- Receive and distribute daily mail, courier packages, and other deliveries

- Ensure a high level of administrative support service, responding to teams' needs in an efficient, accurate and professional manner. Perform other duties as required by Genesis's Land & Builders teams.
- Maintain boardroom schedules, appointment scheduling (boardroom coordination), assist with scheduling meeting and setting up for meetings when required.
- Order, manage and maintain office supplies such as stationary, coffee, mail machine, Costco etc., including invoicing and coding. Order food and beverages as required.
- Upkeep & maintenance of reception area (Award Displays/Boardrooms), Filing and inventory/library data entry. Conduct market research when required.
- This role reports to the Office Manager

Competencies and Skills Required:

- High School Diploma or equivalent, required.
- 1-2 Years of administrative support/customer service experience, required.
- 1+ Years of warranty administration experience within service and warranty, preferred in residential construction industry, considered an asset.
- Knowledge of the construction industry and terminology, considered as asset.
- Ability to read blue prints, considered an asset.
- Proficient in Microsoft Office and general computer skills.
- Excellent written and verbal communication skills, and knowledge of other languages considered an asset.
- The ability to multi-task in a busy and sometimes stressful environment and meet deadlines
- Ability to work independently and within a team, and is willing to learn.
- Professional personal presentation and demeanor
- Self-starter, proven time management and problem solving skills, always results driven and have a passion to take ownership and own results.
- Ability to maintain confidentiality regarding all business and employment issues

Working Conditions

This position works regular office hours i.e, Monday - Thursday from 8:00 am to 5:00 pm and Friday from 8:00 am to 3:00 pm.

All interested and qualified applicants please apply by sending your resume to Human Resources Department at careers@genesisbuilds.com with the subject line "Warranty Administrator and Receptionist".

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