



Title: Service Technician

Location: One Dr. David Friesen Drive, Winnipeg (Sage Creek)

At serviceQ, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

Job Overview

Reporting to the Service Manager, as the **Service Technician** you will provide repair services for warrantable items in residential homes as well as arranging and scheduling trades to ensure delivery excellent service to exceed customer expectations.

Your day-to-day responsibilities will include:

- Resolving homeowner concerns in a professional and timely manner to ensure delivery of excellent customer service.
- Completing quality control inspections and repairs for deficiencies or coordinating with trades to complete repairs, ensuring compliance with quality standard.
- Accompanying trades on service calls when required. Documenting and notifying Warranty department of any back charges for trades.
- Negotiating mutually agreeable solutions for homeowners and trades to resolve concerns and/or disputes when necessary.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

Essential Requirements

- High School Diploma, or equivalent.
- Minimum 3 years of relevant experience, preferably in the Construction industry and with basic knowledge of construction practices.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Comfortable using carpentry related tools and equipment is preferred.
- Physically able to kneel and crouch as well as lift, carry, push or pull objects weighing up to 50lbs.

Preferred Qualifications

- Previous experience using digital programs via smart phone and tablets is an asset.

What We Value

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Taking responsibility for the outcomes of decisions and actions.
- Staying current on technical job skills.

Working Conditions

You primarily work in customer homes during regular business hours with infrequent travel to the regional office. Work has exposure to noise from equipment/machinery as well as dealing with inclement weather and dust. Overtime may occasionally be required.

About Us

Qualico is a fully integrated real estate development company with offices in Winnipeg, Calgary, Edmonton, Vancouver, Regina, Saskatoon, Austin and Dallas-Fort Worth, Texas.

Since its inception in 1951, the company's activities span the entire real estate spectrum and include residential land acquisition and development, single-family and multi-family home divisions, commercial and industrial development, property management, concrete ready mix, building supply and manufacturing divisions. To learn more, click [here](#).

serviceQ is a new concept in post-occupancy service that helps protect your most important investment, your new home. serviceQ is dedicated to delivering on that commitment and are devoted to a distinctly exceptional service experience.

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

Closing Date: June 16, 2024

[Apply Here](#)