



Title: Supervisor, Warranty Program

Location: 37 Quarry Park Blvd SE, Calgary

At NuVista Homes, 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 Vice - President, as the **Supervisor, Warranty Program** you will oversee the daily activities of the Warranty team and ensure delivery of services are efficient and effective to increase customer satisfaction and uphold NuVista's quality standard.

Your day-to-day responsibilities will include:

- Leading, developing, training and providing guidance to the Warranty team.
- Applying strategies for continuous improvement and building positive relationships with sub-contractors and other related parties.
- Addressing and resolving warranty issues and disputes ensuring service request deficiencies are reviewed in a timely manner, tracked and signed off from Purchasers.
- Processing service requests, scheduling service appointments, creating work orders and producing correspondence on behalf of homeowners, warranty technicians, trades, construction, strata management companies and others.
- Coordinating service inquiries and warrantable repairs as applicable by warranty guidelines, managing databases, record-keeping and warranty documents for each home.
- Updating homeowner manuals and online portal to ensure all warranty guidelines, company policies and procedures are accessible to homeowners.
- Managing the implementation of HubSpot as the primary point of contact for client inquiries and concerns.
- Promoting a safe work environment, ensuring compliance with Qualico's Safety Program and relevant safety regulations.
- Developing and implementing best practices to increase efficiency and productivity.
- Assisting with budget reviews and generating reports for the Warranty department. Reviewing and authorizing invoices for sub-contracted trades.
- Fostering positive relationship with sub-contracted trades and other related parties.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation as well as write and present in a persuasive and influencing manner.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- A creative problem solver; you think outside the box for solutions without fear of failure.
- A leader; you attract, retain, develop or improve the skills of others through effective coaching and guidance.
- Mindful; you respect diversity and deal with sensitive situations in high standards of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.

Essential Requirements

- Diploma/Degree in Construction Administration, or equivalent.
- Minimum 3 years of customer service experience, preferably in Real Estate industry.

- Experience with HubSpot, ServicePro or similar CRM platform.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Proficient in all areas of Microsoft Office Programs (Outlook, Word, Excel, Teams, SharePoint, PowerPoint).

What We Value

- Creating trusting and successful working relationships.
- Taking responsibility for the outcome of decisions and actions.
- Cooperating with team members in an open, supportive and respectful manner.
- Consistently meeting customer expectations.
- Setting clear, measurable and achievable goals.
- Staying current with technical job skills.

Working Conditions

You primarily work in an office setting during regular business hours with travel to sites may be required on occasion. Overtime may occasionally be required.

About Us

NuVista Homes, a single-family business unit of Qualico, is committed to providing high quality homes at an affordable price. NuVista Homes customizes your home, work with suppliers that give you the quality and selection you need, and uphold the highest standards and materials in construction. Our team is dedicated to architectural innovation, unique design, streamlined function and exceptional customer service. NuVista Homes is located in Calgary AB. To learn more, click [here](#).

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: September 15, 2025

[Apply Here](#)