



Title: Warranty Representative (Term with potential for future permanency)

Location: 37 Quarry Park Blvd SE, Calgary and surrounding areas

At Sterling 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 Warranty Supervisor, as the **Warranty Representative** you will validate service requests and coordinate emergency and non-emergency repairs. You also conduct all home orientations and act as the conduit between homeowners and trades.

Your day-to-day responsibilities will include:

- Generating and monitoring service requests to ensure requests are processed and completed in a timely manner.
- Producing deficiency lists prior to and during homeowner orientations.
- Maintaining up-to-date warranty and product information to facilitate homeowner orientations to ensure homeowners understand warranty guidelines, policies, procedures, and required homeowner maintenance.
- Validating and determining warrantable requests to coordinate repairs accordingly. Following up on work orders, monitoring warranty expiry and scheduling routine warranty intervals.
- Responding to inquiries or concerns from homeowners or other departments in a professional and efficient manner.

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 5 years of experience in a customer focused role in Residential Construction industry.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Comfortable using office equipment and Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and 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.
- Setting clear, measurable and achievable goals.
- Consistently meeting customer expectations.
- Staying current with technical job skills.

Working Conditions

You primarily work in in an office setting during regular business hours. Travel to sites is required on a frequent basis. Overtime may occasionally be required.

About Us

Sterling Homes, a single-family business unit of Qualico, has been building homes in Western Canada for over 60 years and providing outstanding service to homebuyers in many of Western Canada's finest communities. We are committed to providing the best new home experience possible by providing an unwavering commitment to quality of design, construction, and customer service. Sterling Homes operates in Edmonton, Calgary and Winnipeg. 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 reason to come to work every day.

Closing Date: October 22, 2025

[Apply Here](#)