



Title: Warranty-Service Technician (residential construction)

Location: 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/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:

- Coordinating with the Warranty Team to arrange or schedule customer appointments and provide details on resolution of deficiencies.
- Completing required repairs and quality control inspections or arranging and scheduling trades to complete repairs.
- Accompanying trades on service calls when required, documenting and notifying the Warranty Team of any back charges to be applied to trades.
- Negotiating a mutually agreeable solution for all parties involved to resolve customer concerns and trade disputes.
- Working safely and following all health and safety policies and procedures.

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 home repair experience and demonstrated hands-on skills in general construction practices.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Direct experience using carpentry related power tools, hand tools and equipment.
- Physically able to kneel and crouch as well as lift, carry, push or pull objects weighing up to 50lbs.

Preferred Requirements

- Prior experience working in construction warranty service is preferred.
- Basic knowledge of construction practices is preferred.

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 and travel between customer homes during regular business hours, Monday to Friday 8:00 am to 4:30 pm. Work has exposure to noise from equipment/machinery as well as dealing with inclement weather and dust. 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: November 28, 2025

[Apply here](#)