



Job Title: Walkthrough Specialist (new home sales)

Location: Office: 37 Quarry Park Blvd SE. Calgary and surrounding communities.

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 Supervisor, Warranty Program, as the **Walkthrough Specialist** you conduct home orientations and ensure the homes are ready for possession. You interact with homeowners to resolve complaints and warranty issues and ensure delivery of excellent service to exceed customer expectations.

Your day-to-day responsibilities will include:

- Providing professional communication and customer service to clients during the walkthrough process.
- Managing service requests on a weekly basis to ensure requests are processed and completed in a timely manner.
- Traveling to various site locations to conduct homeowner orientations.
- Producing deficiency lists during homeowner orientations, liaising with Construction team and other related parties to ensure deficiencies are rectified prior to possession when possible, and reporting common deficiencies to Management.
- Maintaining and staying up to date on warranty and product information to facilitate accurate homeowner orientations, ensuring Homeowners understand warranty guidelines, policies, procedures, and required Homeowner maintenance.
- Interpreting and reviewing construction drawings, interior design specifications and shop drawings, and identifying with site staff approaches and methods to improve overall quality.
- Reviewing inspection results, collaborating and developing corrective actions, and ensuring quality issues/deficiencies are effectively resolved with trades and/or production team.
- Assisting in managing seasonal report to ensure construction team is aware of all outstanding seasonal items.

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.
- 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

- High school diploma or equivalent.
- 2 years of customer service experience in the Home Building or Construction industry. Basic knowledge of construction practices.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Comfortable in Microsoft Office Programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).

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.
- Consistently meeting customer expectations.
- Staying current on technical job skills.

Working Conditions

You primarily work in an office setting during regular business hours with regular travel to sites required. You may be required to work outside of normal business hours in event of an emergency. 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: March 6, 2026

[Apply Here](#)