



Title: Warranty Coordinator

Location: 3203 93rd Street NW, Edmonton

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 Office Manager, as the **Warranty Coordinator** you will validate warranty service requests and triage both emergency and non-emergency requests. You also manage record keeping systems and act as the conduit between homeowners and the field team.

Your day-to-day responsibilities will include:

- Managing and monitoring service requests on a daily basis to ensure requests are processed and completed in a timely manner.
- Validating and determining warrantable requests to coordinate assessment appointments or repairs accordingly.
- Monitoring warranty expiry and sending reminders to homeowners prior to expiration date.
- Responding to inquiries or concerns from homeowners or other departments in a professional and efficient manner.
- Assisting in the development and improvement of warranty services processes to enhance efficiency while minimizing costs.
- Maintaining documentation, homeowner contact information, and online portal to ensure updated warranty guidelines, policies and procedures are accessible to homeowners.
- Providing support to other projects and duties as assigned.

As our ideal candidate, you are:

- Organized; you effectively manage your time while balancing multiple priorities.
- 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.
- Detail oriented; you focus on detailed accuracy when dealing with a high volume of work.
- A team player; you contribute as a team member and share equally in the exchange of ideas, concepts and process outcomes.

Essential Requirements

- High School Diploma or equivalent.
- Certificate in Administration or technical diploma in Building Development or Architectural Technologies or equivalent experience.
- Minimum 2 years of administrative or customer service experience in construction, warranty or restoration services industry.
- Satisfactory verification of criminal record check.
- Proficient in Microsoft Office programs (Outlook, Teams, SharePoint, Word, Excel, Teams, SharePoint and PowerPoint) and construction management software (SiteDocs, BuildPro, Hubspot or similar CRM or similar).

Preferred Qualifications

- Previous experience with Alberta New Home Warranty legislation and new home construction is a strong 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 will work primarily in an office setting during regular business hours. Travel to sites and 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: March 17, 2026

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