



Title: Administrative Assistant, Service (Warranty)

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 **Administrative Assistant, Service (Warranty)** you will support the warranty team and handle a variety of administrative and clerical tasks.

Your day-to-day responsibilities will include:

- Reviewing customer warranty service requests and liaising to ensure creation of clear and concise service work orders.
- Answering, screening, and routing incoming calls on the main office line in a professional and efficient manner
- Updating and preparing reports for Warranty Service items, including expenditures and back-charges.
- Compiling and maintaining lists of tools and supplies, ensuring proper records of internal rental, sign-outs and returns.
- Assisting in the development and improvement of warranty services processes to enhance efficiency while minimizing costs.
- Updating final warranty inspection deficiencies in system and creating service work orders prior to warranty services close-out.
- Maintaining documentation and online portal to ensure updated warranty guidelines, policies and procedures are accessible to homeowners.
- Working safely and adhering to Qualico's Safety Program and relevant safety regulations.
- Providing support to other project 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.
- 2 years of administrative and/or customer service experience in construction, warranty or the restoration services industry.
- Satisfactory verification of criminal record check.
- Proficient in using office equipment, Microsoft Office programs (Outlook, Teams, SharePoint, Word, Excel) and construction management software (NewStar, On-Location Warranty, SiteDocs, or similar).

Preferred Requirements

- Previous experience with Alberta New Home Warranty legislation and new home construction is an 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 with technical job skills.

Work Conditions

You primarily work in an office setting during regular business hours. Overtime may be required on an infrequent basis.

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: July 17, 2026

[Apply Here](#)