



Title: Homeowner Experience Specialist

Location: Edmonton Regional Office, 3203 93rd Street NW with travel to surrounding areas

Work Hours: We offer both full-time and part-time opportunities. A part-time position would be approximately 15 hours per week.

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 Manager, Experience, serviceQ, as the **Homeowner Experience Specialist** you focus on creating a positive and stress-free homeowner possession process. You will manage pre-possession walkthroughs and possessions, ensuring all noted issues are resolved or documented during both appointments, and actively supporting homeowner education through the creation of self-help content for digital platforms. By prioritizing communication and transparency, the Homeowner Experience Specialist ensures that homeowners are well-prepared to care for their new investment.

Your day-to-day responsibilities will include:

- Providing excellent customer service to effectively resolve homeowner experience issues.
- Leading comprehensive orientation appointments with homeowners, reviewing identified deficiencies and accurately documenting them for communication with the construction team. Ensuring homeowners are informed about the possession process and following up to address any questions or concerns related to their home's readiness.
- Overseeing possession appointments by reviewing deficiencies noted during the orientation walkthrough and seasonal concerns, providing a clear explanation of the resolution timeline for each. Maintaining comprehensive documentation for the homeowner and ensuring that all outstanding issues are relayed to the service team for follow-up.
- Reviewing job files and confirming with homeowners on completion of addendum or upgrades, documenting homeowner interaction accordingly.
- Assisting in developing homeowner experience processes, materials, and educational resources to promote the proper maintenance of home systems. Regularly updating homeowner manuals and the online portal to reflect warranty guidelines, company policies, and procedures, ensuring homeowners have access to user-friendly resources and a clear understanding of their responsibilities.
- Providing feedback to builders on the condition of homes during appointments, as well as homeowner insights on home design and their overall experience, to support continuous improvement efforts.
- Promoting a safe work environment and adhering to Qualico's Safety Program and relevant safety regulations.
- Providing supports to other projects or duties as assigned.

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 experience in either new home sales, hospitality concierge, construction, warranty experience or home inspections.
- Valid driver's licence and access to reliable vehicle.
- Satisfactory verification of criminal record check.
- Proficient in Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint) and construction/customer management software (BuildPro, Salesforce, HubSpot or similar).

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.
- Staying current with technical job skills.
- Consistently meeting customer expectations.
- Taking responsibility for the outcomes of decisions and actions.

Work Conditions

You primarily work on site in completed homes with potential for exposure to noise from equipment/machinery and occupational hazards, inclement weather and dust. Travel to regional offices 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: July 31, 2026

[Apply Here](#)