



Title: Service Representative (Warranty)

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

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, Service, as the **Service Representative (Warranty)** you are responsible for addressing warranty service needs for homeowners, taking the initiative to complete repairs wherever possible. You will coordinate and organize necessary warranty service tasks, including the involvement of outside trades and suppliers as required. You ensure all repairs and services meet quality standards, adhere to budgets and timelines, and maintain positive relationships with homeowners and other parties involved in the warranty service process.

Your day-to-day responsibilities will include:

- Attending service appointments to assess homeowner concerns and coordinate corrective actions.
- Liaising externally with homeowners and trades/suppliers regarding updates on corrective actions.
- Documenting homeowner concerns ensuring Description, Root Cause, and Resolution are outlined.
- Liaising internally with Field service supervisor as needed, to determine validity of service requests.
- Addressing and resolving client concerns in an efficient and effective manner
- Ensuring quality of completed work compliance with Qualico's standards and pertinent legislations.
- Creating warranty work/purchase orders and issuing associated back-charge when applicable in compliance with predefined back-charge process. Communicating with subcontractor/supplier accordingly.
- Promoting a safe work environment and adhere to Qualico's Safety Program and relevant safety regulations.
- Providing supports to other projects and 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 a 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

- Minimum High School Diploma, or equivalent. Diploma or degree in relevant field is an asset.
- Minimum 3 years of residential construction experience.
- Designation in related trade.
- Valid driver's licence and access to reliable vehicle.
- Satisfactory verification of criminal record check.
- Physically able to kneel and crouch as well as lift, carry, push or pull objects weighing up to 50 lbs.
- Proficient in all areas of Microsoft Office Programs (Outlook, Word, Excel, Teams, SharePoint) and construction management software (NewStar, On-Location Warranty, BuilderGO, etc.)

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 on site during regular business hours in completed homes with potential for exposure to noise from equipment/machinery and occupational hazards, inclement weather and dust. A rotating on call schedule is required for a week at a time. 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: August 10, 2026

[Apply Here](#)