



Title: Warranty Technician, (New Home construction)

Location: Saskatoon and surrounding communities, Office location - 120 - 311 Wellman Lane

At Pacesetter 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 Vice-President, as the **Warranty Technician** you will provide repair services for warrantable items in residential homes as well as arranging and scheduling trades to ensure delivery excellent service to exceed customer expectations.

Your day-to-day responsibilities will include:

- Resolving homeowner concerns in a professional and timely manner to ensure delivery of excellent customer service.
- Coordinating with the Warranty Team to arrange or schedule customer appointments and provide details on resolution of deficiencies.
- Completing required repairs and quality control inspections or arranging and scheduling trades to complete repairs.
- Accompanying trades on service calls when required, documenting and notifying the Warranty Team of any back charges to be applied to trades.
- Negotiating a mutually agreeable solution for all parties involved to resolve customer concerns and trade disputes.
- Working safely and following all health and safety policies and procedures.

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 relevant experience, preferably in the Construction industry and with basic knowledge of construction practices.
- Previous experience using carpentry related tools and equipment.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Attention to detail, good hand-eye coordination and situational awareness of physical work environment Physically able to kneel and crouch as well as lift, carry, push or pull objects weighing up to 50lbs.

Preferred Requirements

- Experience in home repairs or hands-on skills in general construction practices is preferred.
- Basic knowledge of residential construction practices is preferred.

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 sites in new homes with infrequent travel to the regional office. Work has exposure to noise from equipment/machinery and occupational hazards as well as dealing with inclement weather and dust. Overtime may occasionally be required.

About Us

Pacesetter Homes is a single-family business unit of Qualico with over 70 years of building experience. Pacesetter Homes offers award winning home plans, interior design items, and finishing packages that personalize each new home we build. Pacesetter Homes operates in Western Canada, Dallas, Texas and Austin, Texas. To learn more, click [here](#).

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Closing Date: November 3, 2026

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