

**TITLE:** Homeowner Satisfaction Champion, New Homes  
**REPORTS TO:** Quality Manager  
**JOB STATUS:** Full Time, Non-Exempt (Hourly)  
**LOCATION:** Construction sites throughout Greater Rochester, Finger Lakes & Southern Tier

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**POSITION SUMMARY**

In cooperation with Sales, Design Studio and Construction, lead customer communications updates with buyers and existing homeowners. Leads new homeowner orientations and discussion of warranty process with customers & skilled trades; Ensures homeowners' warranty service is performed in a timely, efficient, neat, courteous and professional manner. Maintains closed-loop system for follow-up with trades and homeowners;

**ESSENTIAL FUNCTIONS**

- Develops and maintains excellent working relationships with customers, homeowners, vendors and trades.
- Leads weekly updates to buyers throughout Steps to Ownership in cooperation with Sales, Design Studio & Construction.
- Monitors customer journey and leads efforts to survey, maintain & improve customer satisfaction.
- Conducts homeowner orientations and warranty coverage reviews prior to closing.
- Addresses homeowner warranty coverage/concerns in a prompt, courteous manner.
- Performs accurate and timely assessments of all service requests/inquiries to determine relevant coverage under RHBA Construction Performance Guidelines.
- Coordinates and schedules subcontractors to perform the necessary warranty service repairs.
- Coordinates processing of purchase orders, work orders, invoices, warranty service documents, and other essential paperwork accurately and in a timely manner.
- Conducts follow-up phone interviews with homeowners and subcontractors to ensure that 100% of all warranty repairs have been completed within a timely manner.
- Handles general customer service inquiries from homeowners, subcontractors and teammates regarding warranty service requests, product information or other.
- Maintains detailed records, photos & notes of warranty service calls and associated repairs.
- Works closely with Quality Coordinator, to proactively identify potential trends and implement corrective actions.

**OTHER RESPONSIBILITIES**

- Escalates any potential or unresolved issues to the General Manager;
- Exercises initiative in organizing and completing assigned tasks according to established guidelines, safety standards and procedures.

**MINIMUM QUALIFICATIONS**

- Associates Degree or B.S. in Marketing, Business or Construction Management, preferred.
- Minimum of 2-3 years of related construction, remodeling or maintenance experience or equivalent customer service experience, preferred
- General knowledge of construction including, but not limited to, basic framing, drywall, trim, paint, electric, HVAC and plumbing, preferred.

- Must have valid, clean driver's license.

### **SKILLS AND ABILITIES**

- Ability to service both, internal & external customer needs in a professional and consistent manner;
- Must have excellent customer service and interpersonal skills.
- Must have excellent communication skills.
- Must be detail oriented, assertive and a self-starter;
- Ability to demonstrate a commitment to the Company Mission and the Riedman Core values.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to speak, hear and see. The employee is frequently required to lift and carry up to 25lbs., stand, sit, stoop, kneel, and/or crouch and climb stairs to review progress at sites in all phases of construction. This position requires the ability to use standard office equipment such as telephone, computer, keyboard, etc.

The employee is also required to drive and travel throughout Greater Rochester, Finger Lakes and Southern Tier regions and be able to work additional hours as necessary to maintain project schedules;

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is conducted indoors and outdoors, (typical for new home construction), and may be subject to working in inclement weather.