

## Warranty Technician – Gulf Coast East

## Employer Information

Organization Name: Truland Homes  
Job Department: Operations  
Reports to: Dave Higgins – Director of Warranty  
Job Location: Panama City  
State: Florida

**Purpose:**

The Truland Homes Warranty Technician is a position that is constantly moving, acting as the eyes for the Warranty Department, a quality control asset for both Production and Warranty Departments, and as an ambassador of Truland Homes to the new homeowners when investigating warranty requests.

**Education:**

Required: High School diploma or Equivalent work experience  
Work Experience: Minimum of one (1) year of construction related experience preferred.

**Skills:**

- Excellent customer service skills.
- Basic computer, technology, and digital record keeping skills. Microsoft Word, Excel, and Outlook required.
- Ability to read, interpret, apply and explain codes, regulations, policies and procedures.
- Ability to perform various tasks while subject to interruption and to perform work per schedules and timelines.
- Ability to establish and maintain effective working relationships.
- Ability to plan and organize many and varied work assignments.
- Attention to detail.

**Tasks:**

- Conduct field inspections with homeowners to investigate warranty requests and to help determine each request as warrantable or not under performance standard guidelines. The Technician will be expected to grasp the basics of our warranty program to make such determinations.
- Assists the Customer Care Coordinator from the field with multi-vendor service requests by inspecting each phase of complex repairs. For trade oversight, a broad surface knowledge of construction is required.
- Perform minor repairs and oversee trades on major repairs. Must be reasonably skilled with basic tools and able to perform various 'handyman' type repairs.
- Work out of a provided company van. It will be the Technician's responsibility to operate the van in a safe and considerate manner, as well as maintaining a clean and organized van. The Technician will regularly inspect the van to make sure it is in safe operating condition, and to coordinate any necessary routine maintenance or repairs.
- Be expected to document warranty requests and repairs, including photo documentation, using Truland Homes software and basic computer applications.
- Be asked to perform 'handyman' type services at company offices and model homes, as well as homes in inventory.
- Make Quality Control inspections of model homes and homes in inventory to aid the Production Department. Use of specialized mobile applications (Site Audit Pro) will be necessary.
- Update warranty requests as they progress within company specific software in concert with the Customer Care Coordinator, and to update homeowners on the status of requests, as well as explaining the company policy on requests that are outside of warranty coverage.

Truland Homes, LLC shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. Truland Homes, LLC's commitment to equal employment opportunity applies at all levels of employment, in all job titles, including the executive level, and to all employment actions, including but not limited to decisions concerning recruitment, hiring, training, and promotion.

Please send cover letters and resumes to:

Dave Higgins  
Director of Warranty  
[dhiggins@trulandhomes.com](mailto:dhiggins@trulandhomes.com)

Jeff Wayne  
Gulf Coast East Division President  
[jwayne@trulandhomes.com](mailto:jwayne@trulandhomes.com)