WARRANTY REPRESENTATIVE

Southern Land Company, headquartered in Franklin, Tennessee, is an award-winning, multi-family, mixed-use, and residential developer with expertise in the creation, design, and construction of single family, retail, commercial, and multi-family communities.

SLC Homebuilding, LLC, a division of Southern Land Company, is seeking a Warranty Representative to be responsible for the following aspects of the construction process:

- Field and respond to Homeowner requests for warranty claims. If necessary, schedule with the homeowner and our subcontractors to remedy the issue.
- Schedule 11-month warranty walks with the homeowners and schedule the appropriate subcontractors to remedy the issues.
- Walk homes under construction from a Quality Control perspective and create lists for the Construction Team prior to completion of spec and custom homes.
- Organize and keep up to date the Warranty Manuals for SLC Homebuilding
- Perform preclosing walks with new homeowners
- Spend time with the Construction Team to learn the aspects of the construction process.

The normal business hours are Monday - Friday, but the Warranty Representative must be available to field emergency calls as applicable. Dress code is business casual (pressed polo-type shirt and khakis). The Warranty Superintendent will work from our office in the Westhaven community.

The successful candidate will be able to work independently in a fast-paced environment and must possess the following qualifications:

- Bachelor’s degree preferred.
- Construction experience/knowledge is not required, but preferred.

The successful candidate will be able to work independently in a fast-paced environment and must possess the following qualifications:

- Excellent computer skills — Microsoft Word, Excel, Outlook, and Internet;
- Ability to coordinate complex schedules;
- Ability to keep sensitive information highly confidential at all times;
- Excellent written and verbal communication skills;
- Strong and pleasant telephone and interpersonal skills, and the ability to deal professionally with homeowners, vendors, sub-contractors and co-workers on the phone and in person;
- Accuracy, attention to detail and ability to proof one’s own work as well as the work of others;
- Excellent organizational and time management skills, ability to take initiative, use good judgment, demonstrate a strong sense of urgency and follow-up on and carry multiple projects through to completion;
- Ability to work independently, prioritize work and ask for further clarification when necessary;
- Ability to work under pressure with tight time constraints, as well as the ability to deal with frequent interruptions, unresolved situations, frequent change, delays or unexpected events.