

# In-TAC ISSofBC Pre-Arrival Services Job Posting

## Service and Warranty Administrator

**Job ID #:** In-TAC-014-17

**Sector:** Construction

**Job Type:** Full time

**Location:** Burnaby, BC

**Number of Openings:** 1

**Salary:** DOE (Depending on experience)

**Closing Date:** Ongoing until filled

This employer offers full-service construction for commercial, residential, institutional, and light industrial projects, along with expertise in green building. Their depth of knowledge and expertise come from building hundreds of projects – of all sizes – across North America each year.

They are looking for an experienced administrative professional with experience and/or interest in commercial/residential construction, property development and/or real estate looking to make a greater impact in a critical support role. You enjoy the problem-solving challenges that come with finding a better way of doing things, excel in work environments requiring you constantly deal with ambiguity, and take great pride and ownership in implementing solutions that create efficiencies and a better customer service experience.

You will play a key role in our newly created Warranty and Service department of their company construction division. This means you will support the project close-out process by ensuring accurate and timely follow up on deficiency and warranty-related matters. You will do so while ensuring exceptional customer service is provided to their internal project teams and external clients.

## Responsibilities

- Supports the general project close out duties in a timely and consistent manner ensuring the submission of close out documentation and the tracking of how effectively deficiencies were addressed
- Advises project teams in preparation of project close out, collecting warranties and subcontractor Operations and Maintenance (O&M) documentation, and preparing the project O&M manuals with a consistent look and feel across projects
- Reviews specifications and identifies specific warranty requirements per project in a database to create checklist for closeout in conjunction with project team
- Manages incoming requests from both internal and external stakeholders including vetting phone calls, emails and recording for tracking purposes
- Prepares templates, checklists and other warranty/deficiency specification documentation, as required
- Maintains the warranty and service process by ensuring all information is kept in a central location and is easy to access; follows up with projects sites, as required, to ensure documentation is in order; archives O&M information in an electronic database
- Upon project completion, ensures the coordination and record of necessary training provided within building orientation for both internal and external stakeholders (e.g. building manager etc.)
- Completes on-site orientation session with project team towards the end of the project to gain familiarity with the project and stakeholders and brief the project team on the warranty process
- Follows up and maintains a record keeping system of service history for various projects and creates lessons learned where applicable
- Dispatches trades and various this company representatives to project sites on an as needed basis and follows up as required
- Participates in the business development process by ensuring the effective communication of deliverables and future obligations to external stakeholders
- Performs other related duties as outlined in the company's Construction Operations Manual
- Office-based position and some travel will be required to project sites and/or office locations within the Lower Mainland



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



# In-TAC ISSofBC Pre-Arrival Services Job Posting

## Qualifications

- 5+ years of administrative experience in a dynamic, high volume environment.
- Experience on commercial, mid to high rise residential, property development or real-estate related projects/industries is an asset
- Intermediate to advanced user of MS Office applications (including Word, Excel, Outlook) and strong aptitude with large ERP software (e.g. JD Edwards) and database systems is required
- Independent and self-motivated with the ability to take the initiative to troubleshoot assigned tasks and liaise with other departments and external resources
- Task-oriented with excellent sense of priority, logic and objectivity; highly organized and capable of managing multiple priorities
- Excellent written and verbal communication skills with strong attention to detail and accuracy
- Demonstrated reliability, judgment, and professionalism
- Excellent customer service focus and problem solving skills, with an ability to work collaboratively with others
- Solid data entry skills with the attention to detail to find and correct errors in documents
- Successful completion of pre-employment drug and alcohol requirements

## How to Apply

This opportunity is exclusively for Pre-Arrival immigrants to Canada with valid passport from China, Hong Kong, Macau, or Taiwan. **If you are interested in this position (or similar roles) and moving to Canada soon, our Counsellors can assist and connect you directly with employers.**

For Pre-Arrival clients already registered with In-TAC Pre-Arrival Services, email your resume to your Counsellor, including “**Job ID # In-TAC-014-17**” in subject line. To access our free In-TAC Pre-Arrival Services, please click [here](#) to register as our client.



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

