

Job Title: Warranty Program Manager (WPM)

Position Location: Charlottesville, Virginia

Reports to: Senior Management

Employment Type: Full time, Salaried. May include some evenings and weekends.

Overview:

Habitat for Humanity of Greater Charlottesville (Habitat) is a cutting edge non-profit housing organization creating simple, decent, affordable homes in partnership with low-income families, volunteers and the communities of the Greater Charlottesville region. Home construction capacity is multiplied by a volunteer labor force including homeowner families, corporate, civic, and church groups. Habitat is an affiliate of Habitat for Humanity International (HFHI), a global ministry working to end housing poverty world-wide.

In 2013 Habitat completed construction at Sunrise, the first trailer park transformation in the nation without resident displacement. Currently, Habitat owns and operates the Southwood Mobile Home Park with a similar goal of redeveloping it responsibly and compassionately as a mixed-income, mixed-use, sustainable community for current and future residents. Southwood is the area's largest single concentration of affordable housing and its greatest remaining redevelopment opportunity. When complete, the redeveloped Southwood will be unprecedented in scale nationally.

Additionally, Habitat is a national pioneer in mixed-income community development. To date, Habitat has built or built in nine mixed income neighborhoods and built and sold more than 200 homes.

As we begin the physical redevelopment of Southwood, Habitat is restructuring operations in order to double our current building production capacity. The Warranty Program Manager role will be central in helping the organization achieve the next step in its growth, while specifically addressing the need for high quality support for homebuyers as they make their transition into homeownership.

Salary shall be based on experience. Benefits include: Health and dental insurance, mobile phone allowance, and 20% discount on purchases at the Habitat Store located in the City of Charlottesville.

Scope of Responsibilities:

The Warranty Program Manager will work closely with the Director of Home Building, other senior management, the home construction department, and homebuyers to make sure all warranty issues are resolved in a timely manner. Through their work, the Warranty Program Manager will maintain the high standards of quality expected in Habitat home construction.

Necessary Skills:

- Positive, “can do” personality and passion for community service
- Commitment to Habitat for Humanity’s mission of service to others
- Minimum 10 years experience with residential construction, warranty experience a plus

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- Strong sense of empathy and understanding of others' perspectives
- Strong construction finishing skills including finish carpentry, drywall, paint, light plumbing, light electrical
- Ability to perform warranty and punch list repairs
- Experience using and maintaining tools
- Ability to work well with diverse populations including sponsors, partner families, staff, community leaders, board members, and other volunteers
- Strong communication skills (both verbal and written)
- Ability to think creatively and solution oriented when assisting Partner Families with warranty concerns
- Strong organizational skills including ability to multi-task effectively
- Basic computer skills including email & Microsoft Office
- Professional appearance at all times befitting the public face of Habitat on the job site
- Driver's license and insurable driving record

Core Responsibilities:

- Coordinate all aspects of warranty work on homes constructed by Habitat
- Maintain all Habitat tools, vehicles, and equipment
- Manage annual tool budget
- Serve as a crew leader when available or as needed
- Coordinate the completion of punch list work on new homes
- Job will involve 90% of time spent out of the office and 10% in the office

Additional Responsibilities:

- Assist with setup and breakdown of jobsite temporary facilities (storage, power, etc.)
- Coordinate special projects on and off site as assigned by Property Manager
- Perform skilled tasks on construction sites as needed
- Act as on-site supervisor for rehab projects as needed
- Assist in procurement and pricing exercises
- Pickup "last minute" material/equipment as necessary for construction activity

Habitat for Humanity is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, basis of disability or any other federal, state or local protected class. Women, minorities and protected individuals such as those covered by Section 3 are encouraged to apply.