

Quality Assurance Coordinator



WHY LOMBARDO?

Choosing a place to work is important. You spend at least 40 hours each week at work, so you want to love what you do. We get it. When telling you why you'll love working at Lombardo Homes, we could list all of our statistics and accomplishments... but everyone does that, right?

Here's the real reason you'll love working at Lombardo: we're a family. We're family owned and operated, yes, but our entire team is a family. We appreciate and care for our team members and trade partners. When our team members succeed, we all succeed; when they struggle, we all pitch in to build them back up. This is the Lombardo way.

WHAT YOU'LL DO

The quick overview

Are you an experienced homebuilding or customer service professional looking to gain knowledge and put your talents to use? Do you enjoy providing exceptional customer service and building exceptional homes with high quality standards? Are you a strong communicator, relationship builder, and collaborator? If you answered yes to all, then this position is for you! You will take part in our Customer Care and Quality Assurance programs, meeting with customers to provide them guidance on the use of their home, helping coordinate service calls with our trade partners and conducting quality inspections on our homes in production.

The nitty-gritty stuff

- Conduct quality assurance inspections on new homes at two construction stages.
- Conduct Homeowner Orientation meeting with customers to orient customers on the performance of their home and the process for service requests. List defects noted by the customer and track them to completion.
- Conduct service appointments as needed with customers to review and assess service requests.
- Respond promptly to customer inquiries. Coordinate completion of requests between customers and trade partners.
- Review new service requests and qualify them. Assign to the correct trade partners for assessment and completion.
- Participate in periodic customer seminars to promote customer education on service process and home function.
- Control spending on service requests while ensuring care for the customer.
- Conduct trade partner counseling to find and correct shortcomings related to Quality Assurance and Customer Care.
- Participate in applicable systems used in Quality Assurance and Customer Care. Aid in development and optimization.
- Communicate schedules promptly and accurately. Monitor the progress of the service schedule.
- Manage trade partner compliance to agreements, scopes, and policies, and other standards.
- Collaborate with Field Operations and office staff on product and process improvement.

WHAT YOU NEED

- High school diploma needed. A higher education degree preferred, especially Construction Management.
- Home Inspection Training and Certification, and Building Code Compliance Training preferred.
- A minimum of 3 years residential construction experience with experience working directly with home buyers.
- Home Inspection experience and Building Code Compliance experience preferred.
- Communication skills that reflect a positive, sympathetic, and professional attitude toward customers.
- Thorough knowledge of residential construction. Fundamental knowledge of local building codes
- Ability to read and understand working drawings.
- Competency in computer applications, including Microsoft Office and phone/tablet applications.
- Highly organized and detailed oriented, with the ability to prioritize and multi-task and meet deadlines.

WHAT WE'LL GIVE YOU

- Competitive salary of \$50,000-\$60,000, depending on experience, with annual bonus potential and auto allowance.
- Opportunity for career growth, progression track to Construction Coordinator and Project Manager
- 401k with company match.
- Company-provided life insurance.
- Benefits package including health, dental, vision, FSA, long-term disability, voluntary life insurance, accident insurance.
- Company-sponsored employee events.