

WE ARE HIRING

CONSTRUCTION WARRANTY TECHNICIAN

LONDON, ON

► Join Our Growing Team

The Tricar Group is looking for a dynamic individual to join the Warranty team in London, ON. The position is a full-time, salaried position and reports directly to the Director of Operations.

► Who We Are

The Tricar Group is an award-winning developer and recognized leader in Southwestern Ontario's high-rise market. With decades of experience, we take pride in building exceptional condominium homes and rental communities that reflect quality, innovation, and lasting value. Our success is driven by a passion for excellence and a commitment to providing residents with not only beautiful places to live, but also the highest level of customer service. At Tricar, we are more than builders, we are dedicated to creating communities where people feel truly at home.

A six-time finalist and three-time winner of Tarion's Homeowner's Choice Award for customer service; an award we are most proud of and that clearly defines the level of commitment and dedication we look for in our team members. You will work in a positive team environment and have the opportunity to forge a very rewarding and long-term career.

Tricar is an equal opportunity employer committed to providing an inclusive and barrier-free workplace. If you require accommodation during any stage of the recruitment and selection process, please advise Human Resources. Accommodations will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.



Submit resume and cover letter to lcorman@tricar.com



► What You Will Be Doing

As part of our Warranty team, you will play a key role in keeping a high level of service for our residents and our buildings running smoothly. Every day will bring variety, but your main responsibilities will include:

- Review and complete Tarion 30 Day, 1 Year & 2 Year service reports as scheduled. Work includes but not limited to: drywall repairs, painting, trim, hardwood and tile repairs etc within occupied suites
- Review and complete deficiencies within Condominium Buildings as outlined on the Technical Performance Audit as scheduled.
- Provide detailed updates on third party software and communicate back to the team status updates, photos and next steps.
- Maintain housekeeping in their construction workspace and protect finished surfaces
- Schedule trades for warranted service work as requested
- Prepare construction materials required and plan service work prior to visiting homeowners' units;
- Educate homeowners on condominium living and maintenance strategies
- Perform 'hands-on' construction repairs – high quality workmanship at a productive and efficient pace; with minimal disruption to the homeowner.
- Provide exceptional customer service and contribute to an expectational home buying experience
- Provide feedback to management regarding quality issues and areas where improvements can be made in the construction finishing process
- Ability to work independently as well as in a team setting
- Travel to multiple job sites will be required
- Ensure compliance with health and safety training and reporting requirements
- Develop a constructive and helpful working relationship with Homeowners
- Other duties as assigned



► What We're Looking For

We're looking for someone who is organized, resourceful, and thrives in a busy environment. To be successful in this role, you should have:

- Minimum 1-2 years experience in single family home/ high rise residential construction
- Knowledge of the Ontario Building Code and Tarion Warranty Program a asset
- Excellent communication skills – verbal and written; ability to explain procedures and warranty guidelines/rulings
- Strong customer service skills – professional presentation, reliable, accountable with good conflict resolution abilities
- Ability to respond quickly and calmly in emergency situations
- Knowledge of and demonstrated proficiency in multiple trades functions such as carpentry, drywall, painting, etc. is a requirement, as is knowledge of various tools and equipment
- Comfortable in the use of technology – smartphones, tablets or computers to record, review and communicate information related to deficiency lists
- Flexible, with the willingness and ability to travel daily to buildings under warranty
- Must have a valid driver's license, regular access to a vehicle and provide own tools

We thank all applicants for their interest in joining our team.
Only those selected for an interview will be contacted.

Applicants are asked to submit a resume and cover letter to lcorman@tricar.com