



Building Rewarding Careers...

Homeowner Service/Quality

VP/Director of Homeowner Service

- ü Direct 3 or more Homeowner Service Managers
- ü Monitor quality assurance goals and objectives
- ü Develop and execute the quality assurance implementation plan for the Business Unit

Homeowner Service Manager

- ü Ensure that all homeowner service requests are handled promptly, professionally, efficiently and consistent with the Company's vision of delighting our customers with our products and services
- ü Manage the efforts of the Homeowner Service team members
- ü Conduct 25% of Quality Standards Inspections (QSI)
- ü Conduct all Check and Advise inspections

Quality Assurance Advisor

- ü Inspect the community construction team's compliance to the Company's quality standards and construction methods
- ü Review all construction processes for cost-effectiveness with respect to standards, details, methods, designs, development of specifications and approval of construction details
- ü Help to develop and implement a quality assurance program

Homeowner Service/Quality Titles

VP/Director of
Homeowner Service

Homeowner Service
Manager

Quality Assurance
Advisor

Homeowner Service
Coordinator

Homeowner Service
Representative



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Homeowner Service Coordinator

- ü Perform scheduling, administrative and clerical activities in order to ensure proper administrative support for homeowner service processes
- ü Receive all customer service requests via telephone, e-mail, fax or regular mail
- ü Schedule all check and advise inspections and subsequent repairs
- ü Create and distribute all service orders to in-house associates or Trade Partners

Homeowner Service Representative

- ü Complete scheduled service orders resulting from the “Check and Advise” conducted by the Homeowner Service Manager
- ü Inspect and approve completion of service-order work performed by trade partners
- ü Order supplies needed for work completion