



Building Rewarding Careers...

Field/Construction Operations

Community Manager Role

Profit & Loss leader with responsibility for the overall planning, coordination, and management of a community in order to produce maximum profitability. Provide leadership to Associates and create a positive environment in which to work. Achieve total customer satisfaction at assigned communities and act as a continuous point of contact for the home buyer. Reports to Division or Area President or Area Vice President.

Level Differentiation:

Sr. Community Manager

- ü Oversee multiple locations/communities
- ü Significant homebuilding/management experience (minimum 5 years) including multiple product types

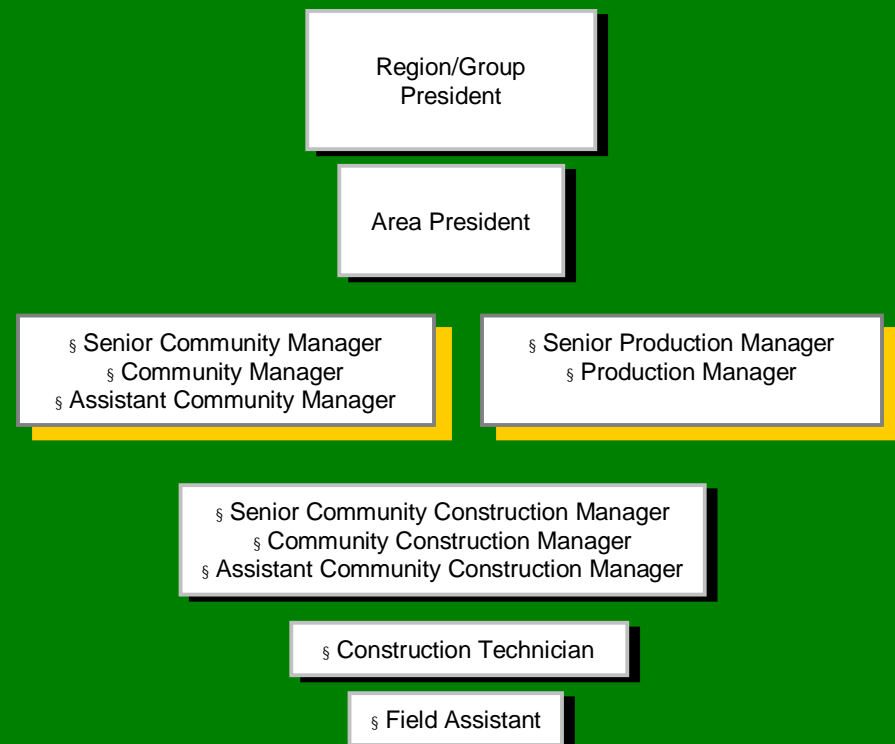
Community Manager

- ü Oversee 1-3 communities
- ü Moderate homebuilding/management experience (2-5 years)

Assistant Community Manager

- ü Oversee 1 community
- ü Minimal homebuilding/management experience (0-2 years)

Field/Construction Operations





Field/Construction Operations

Building Rewarding Careers...

Production Manager

Primary responsibility is to oversee entire home production process for all assigned business unit communities; support the Vice President of Construction in all home production operations.

Level Differentiation:

Sr. Production Manager

All responsibilities of the Production Manager in addition to:

- ü Serve as a resource for mentoring and training all Community Construction Managers and Production Managers
- ü Must be familiar with all product types

Production Manager

- ü Manage the construction processes at multiple locations
- ü Manage the Community Construction Managers
- ü Support Vice President of Construction, Vice President of Operations or Sr. Community Manager with all construction operations
- ü Assist with bond exoneration and Homeowner Association transitions
- ü Support Community Construction Manager with all production, land development and regulatory issues
- ü Assist Homeowner Service Department with extraordinary customer issues
- ü Identify trends and proactively seek resolution of all production issues
- ü Assist in the development of contract, starts and delivery projections
- ü Ensure compliance with all Company safety policies
- ü Assist the Land Development Department with the Cost-to-Complete process



Building Rewarding Careers...

Field/Construction Operations

Community Construction Manager

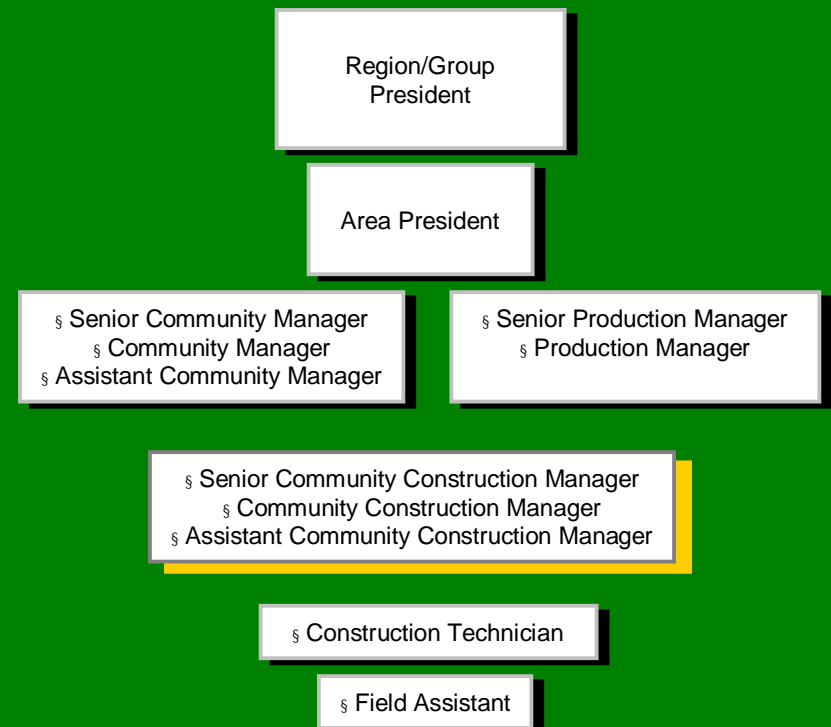
Under the direction of the Production Manager or the Community Manager, monitor all homes in order to complete on time, within budget and with high standards of workmanship; oversee and direct subcontractor and remedial work and maintain the Company safety program.

Level Differentiation:

Sr. Community Construction Manager

- ü May or may not carry homes when managing multiple communities
- ü Supervise Assistant Community Construction Managers and Community Construction Managers
- ü Assist with the preparation of construction overhead budgets
- ü Demonstrate consistent performance through multiple occurrences (i.e. number of communities, multiple phases variety of product type)
- ü Assist with staffing projections
- ü Audit Quality Assurance Review Process and take corrective action as necessary

Field/Construction Operations





Building Rewarding Careers...

Field/Construction Operations

Level Differentiation Continued:

Community Construction Manager

- ü All responsibilities of the Assistant Community Construction Manager
- ü Understand land development budgets and Trade Partner's obligations
- ü Demonstrate thorough understanding of mechanical and electrical blueprints
- ü Assist with negotiating pricing from on-lot vendors and coordinate on-lot work
- ü Participate in Trade Partner Intervention Process
- ü Coordinate building permits (where applicable)
- ü Proactively identify and mitigate reoccurring construction issues
- ü Evaluate not-to-exceed variance purchase order invoicing

Assistant Community Construction Manager

- ü Manage the construction process of assigned homes under the direction of the Sr. Community Construction Manager, Production Manager or Community Manager
- ü Demonstrate blueprint reading skills
- ü Coordinate regulatory inspections
- ü Approve work for payment
- ü Execute variance purchase order process
- ü Perform Quality Assurance reviews
- ü Maintain a safe work environment
- ü Conduct customer meetings



Building Rewarding Careers...

Field/Construction Operations

Construction Technician

Prepare homes for Quality Standards Inspections (QSI), Pre-Closing and Closing Orientation Meetings to present a quality finished home and ensure an expeditious transition from production to homeowner service.

- ü Demonstrate basic blueprint reading skills
- ü Maintain good customer relations
- ü Demonstrate familiarity with warranty standards
- ü Maintain a safe work environment
- ü Perform punch out work for Quality Standards Inspections
- ü Complete punchlists from Quality Standards Inspection and customer meetings

Field Assistant

Perform various tasks in the finishing of residential homes in preparation for inspection and occupancy.

- ü Unload doors, windows, appliances, etc. from delivery trucks
- ü Clean homes
- ü Make needed repairs and adjustments to homes as directed
- ü Perform miscellaneous tasks to support community operations

Field/Construction Operations

