

**Port Ludlow Associates
JOB DESCRIPTION**

POSITION DESCRIPTION:

FLSA: HOURLY

POSITION TITLE: Warranty/Customer Service

DEPARTMENT: Home Construction

REPORTS TO: Home Construction Manger

DATE: August 8, 2001, 12/29/05, 3/24/06, 7/17/07, 9/18/08, 9/29/2011

BASIC FUNCTION:

- Work within the Home Construction department and customers to ensure that customer service/warranty issues are resolved
- Ensure that company owned properties are maintained and job sites are always clean
- Performs sign placement and maintenance
- Picks up and delivers materials to sites as needed

QUALIFICATIONS: EDUCATION, KNOWLEDGE, TRAINING & WORK EXPERIENCE:

- High School Diploma or GED equivalent and valid WA state drivers license with a clean record.
- Ability to assess job site conditions and acts upon them as needed.
- Physically able to perform heavy lifting (up to 50 pounds), digging and needs to be able to work while on a ladder.
- Self-motivated/possess initiative
- Needs to be able to have good interpersonal skills as this person is called to work in someone else's home.

ESSENTIAL FUNCTIONS:

- Warranty service on homes constructed by PLA including directing sub-contractors to complete warranty work as required.
- Maintain model homes and specs to keep in “new condition” at all times.
- Assist Home Construction Manager with punch lists and walk-thru lists as needed.
- Install and maintain marketing signs in all areas of the PLA developments.
- Employee will be responsible for maintaining company issued set of basic hand tools. Employee responsible to fill in balance of tools as needed. All tools brought on job site must adhere and comply with WISHA and OSHA safety regulations.

MARGINAL FUNCTIONS:

- Assist in maintenance and repairs of PLA owned properties as required.
- Uphold the company’s Mission/Vision/Values.

ENVIRONMENT:

The job consists of indoor and outdoor work year round.

ACCOUNTABILITY:

Ensure that warranty work, on homes built by PLA, are completed in a timely manner and within PLA warranty guidelines. Also accountable for customer satisfaction as to warranty related issues.

IMPORTANT DISCLAIMER NOTICE:

The job duties, responsibilities, skills, functions, experience, educational factors, and the qualifications listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as a circumstance or condition of its business, competitive considerations, or the work environment changes.

I have read the above Position Guidelines and Position Analysis/Specifications and testify that I am able to perform the essential job functions for this position.

NAME

DATE

POSITION ANALYSIS/SPECIFICATIONS

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting		X		
Standing			X	
Walking			X	
Bending Over			X	
Crawling		X		
Reaching			X	
Crouching		X		
Kneeling		X		
Balancing		X		
Pushing/Pulling			X	
Lifting/Carrying			X	
10lbs or less				
11lbs to 25lbs			X	
26lbs to 50lbs			X	
51lbs to 75lbs			X	
76lbs to 100lbs		X		
Over 100lbs	X			
Manual Dexterity			X	
Fine Motor Skills			X	
Gross Motor Skills			X	
Eye/Hand Coord.			X	

Near Vision		X
Far Vision	X	
Color Recognition	X	
Hearing	X	

ENVIRONMENTAL FACTORS

	YES	NO
Working Outside	X	
Working Inside	X	
Working Alone	X	
Working Closely With Others	X	
Excessive Cold/Heat	X	
Excessive Humidity/Dampness	X	
Noise/Vibrations	X	
Working Above Ground	X	
Working Below Ground	X	
Working with Chemicals/Detergents/Cleaners	X	
Working Around Fumes/Smoke/Gas	X	
Walking on Uneven Surfaces	X	
Motorized Equipment or Vehicles	X	
Working Around Machinery/Motorized Equip.	X	
Climbing on Scaffolds or ladders	X	