



A QUALICO Company

**Title:** Administrative Assistant, Warranty

**Location:** 37 Quarry Park Blvd SE, Calgary

At Sterling Homes, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

### **Job Overview**

Reporting to the Warranty Supervisor, as the **Administrative Assistant, Warranty** you are responsible for providing support to the teams or individuals and handling a variety of Administrative and clerical tasks.

Your day-to-day responsibilities will include:

- Preparing documents and information packages and processing incoming information to establish new files.
- Producing routine reports via specialized software/IT platforms.
- Monitoring and reporting on outstanding warranty work orders in an assertive and proactive manner.
- Communicating with Trade Partners to expediate information updates and completion of warranty/service activities in an assertive and proactive manner.
- Liaising with Business Units and Corporate IT for support in addition to representing the department on IT-related special project committees.
- Providing back-up coverage for phone and e-mail communications to ensure prompt response to customer enquiries.
- Producing and distributing minutes for departmental meetings.

As our ideal candidate, you are...

- Organized; you effectively manage your time while balancing multiple priorities.
- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Detail oriented; you focus on detailed accuracy when dealing with a high volume of work.
- A team player; you contribute as a team member and share equally in the exchange of ideas, concepts and process outcomes.

### **Essential Requirements**

- High school Diploma, or equivalent.
- Experience and demonstrated ability to appropriately assert authority and diffuse conflict.
- Minimum 2 years of experience in an administrative role.
- Satisfactory verification of criminal record check.
- Proficient in Microsoft Office Programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).

### **Preferred Qualifications**

- Diploma or Certificate in Office Administration is preferred.
- Previous experience using BuildPro Warranty is great to have.
- Experience in the residential construction industry is a strong asset.

### **What We Value**

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Taking responsibility for the outcomes of decisions and actions.
- Staying current with technical job skills.

**Work Conditions**

You primarily work in an office setting during regular business hours. Overtime may occasionally be required.

**About Us**

Sterling Homes, a single-family business unit of Qualico, has been building homes in Western Canada for over 60 years and providing outstanding service to homebuyers in many of Western Canada's finest communities. We are committed to providing the best new home experience possible by providing an unwavering commitment to quality of design, construction, and customer service. Sterling Homes operates in Edmonton, Calgary and Winnipeg. To learn more, click [here](#).

*Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.*

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

**Closing Date:** March 24, 2025

[Apply Here](#)