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Warranty & Legal Coordinator

Job Duties: Reporting to the Senior Vice President and working as a valued member of the Warranty team, the **Warranty & Legal Coordinator** is responsible for ensuring strata corporations receive maximum value from building warranties by coordinating deficiency reporting and claims processing. The Coordinator will also work with strata clients, property managers, and legal representatives on assembling and providing documentation.

As a Warranty & Legal Coordinator at FirstService Residential, you will:

- Document all issues and timelines concerning common area deficiencies in new residential construction. This includes maintaining files for residential properties under warranty and compiling and submitting reports for 15-month, 24-month and five-year and warranty periods.
- Collate and communicate reported deficiencies to key stakeholders
- Educate, inform and train Strata Managers, Strata Council members and owners about warranty regulations and processes as a resource and subject matter expert. Respond to warranty related questions from stakeholders.
- Coordinate and attend common area deficiency walk-throughs of new properties
- Facilitate efficient warranty claim processing
- Prepare and assist with legal proceedings

Qualifications & Experience Required: The ideal candidate will bring at least two years' administrative experience in residential construction, building systems, warranty and/or insurance. They will demonstrate a customer service mindset that encompasses superior written and oral communication skills. They will be highly efficient, organized and skilled at time management and IT tools (particularly MS Office), enabling them to succeed in a high volume, high pace environment where the ability to balance completing priorities is critical.

A Representative License to provide strata management Services (as issued by the Real Estate Council of British Columbia) is a requirement in the role; if the successful candidate is not currently licensed, they must complete licensing within the first six months of employment (employer sponsored). This position will require occasional work outside regular business hours, weekends or holidays and travel to client sites within the Lower Mainland area.

About FirstService Residential: FirstService Residential BC is Metro Vancouver's leading strata management company, proudly managing more than 55,000 units across the Lower Mainland. FirstService Residential BC leads the property management industry as the only full-service provider of strata and rental management, supplemented by a comprehensive suite of property services.

FirstService is a values driven organization where we believe in making a difference every day by enhancing property values, and contributing to the communities under our care.

FirstService Residential is proud to be an equal opportunity workplace. It is our policy to promote equal employment opportunity for all current and prospective associates. This applies to all employment-related matters, including the recruitment process, hiring decisions, compensation and benefits. We are committed to providing and maintaining a working environment that is based on respect and preserves the dignity and rights of everyone in the organization. If you have questions before or during the application process about our equal opportunity workplace, please contact the Recruitment team.

Job Location: Office located at 200 Granville Street, Vancouver. This is a Hybrid Remote role with the option of working remotely few days a week depending on business needs.

Status: Permanent full-time

How to Apply: Email hr.bc@fsresidential.com with a copy of your current resume, indicating “Warranty & Legal Coordinator Application” in the subject of the email

Closing Date: March 23, 2023