

# Job Title: Mastercare Service Technician

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**Location:** Ottawa, Ontario

**Business Group:** Minto Communities Management Inc.

## Why join Minto?

We are an award winning, and fully integrated real estate company, offering new homes and condos, rentals, furnished suites, property and investment management. Since our humble beginnings in 1955, we've built over 85,000 new homes, manage 8,800 rental units, and carry 2.5 million square feet of commercial space. Our investment management portfolio spans \$2.5 billion in assets. With over 1,100 employees in Canada and the southern USA, we proudly build better places for people to live, work and play, one home and one relationship at a time, collectively embracing our values – Accomplishment, Courage, Innovation, and Partnership -- in all that we do.

As we continue to evolve and grow, we are faced with an ever changing environment where there is ample opportunity to try something new. We believe in hiring the best people who are as committed to creating incredible experiences for our customers as we are. We pride ourselves on flexibility – extending beyond a competitive total rewards package, to include a platform for career and professional development, a reward and recognition program, tuition and professional designation reimbursement, employee discounts on new homes and rentals, flexible summer hours, and so much more. Join us to find out how you can be a part of it all!

## The Opportunity:

The MasterCare Service Technician is responsible for conducting minor general repairs and providing a high level of customer service with quality workmanship to Minto Homeowners in occupied residential homes after various inspections are completed.

## What you'll be responsible for day to day:

- Conducts minor interior repairs on windows, doors, frames, baseboards, floors and carpets, electrical repairs (i.e. faceplates, light bulbs), carpentry finishing (i.e. trim), exterior repairs on garage, decking, foundation, repairs to attic, insulation and drywall,
- Installs and repairs bathroom accessories when needed;
- Performs touch up painting when required;
- Replaces grills, vents, filters, hinges, valves and heating pipes;
- Reports defects and damages to Inspector if applicable;
- Reads and reviews architectural drawings to ensure framing and mechanical are correct;
- Improves, corrects and reports concerns in quality workmanship;
- Completes repairs when deemed necessary from the Minto Pre-Delivery Inspection and Pre-Delivery Orientation deficiencies that is conducted with the purchaser;
- Conducts minor repairs on electrical and plumbing;
- Troubleshoots with Site Superintendents and Finishing Site Superintendents on issues needing to be resolved;
- Completes work orders and obtains trade assistance in conducting repairs when required;
- Maintains the highest standards of quality workmanship and leaves space clean after repairs;

- Communicates and deals with the homeowners face to face with regards to their deficiencies;
- Communicates and coordinates with cleaners, team members, construction and property management to ensure customer satisfaction at all levels;
- Other duties within the scope, spirit and purpose of the job, as requested by management.
- Provide Coordinator completed service calls on a daily basis for processing, making all notes, time for follow up if needed, rebooking dates if needed
- Pre-Inspect all work orders for any unclear work orders or desk assessments; communicate with coordinator, inspectors and manager if needed.
- Recognize opportunities to provide WOW factor to the home owner during the service appointment including additional requests (within reason)

**Who we're looking for:**

**Education:** High School Diploma is required. Post graduate education i.e. College Diploma in construction or related trade is an asset.

**Experience:** A minimum of five to seven (5-7) years of relevant work experience in the construction industry.

**Skills, Knowledge and Abilities:**

- Microsoft Office (Word and Excel), Outlook
- Knowledge in the framing, plumbing, electrical and carpentry work
- Knowledge in home building would be an asset
- Ability to work, operate and handle tools
- Knowledge of Tarion Warranty Corporation Construction Performance Guidelines and Warranty Coverage is an asset
- Knowledge of construction processes and repair methods as well as quality finishing work is an asset
- Communication skills (listening, verbal and written)
- Problem Solving
- Organizational
- Attention to detail
- Team player
- Customer Service focused

*Minto is an equal opportunity employer committed to fostering an inclusive and accessible environment. We are dedicated to building a workforce that reflects the diversity of the community in which we live, including those with disabilities. Should you require accommodation or support in any aspect of our recruitment and selection process, we will work with you to meet your needs.*