



Home Repair and Warranty Manager
Reports to COO
FLSA Status: Exempt

2025
Job
Description

POSITION OVERVIEW

The Home Repair and Warranty Manager will be a process-oriented thinker that will grow Habitat's impact across our service area through owner occupied repairs. This role will also oversee warranties provided to new Habitat homeowners to ensure they transition into homeownership successfully.

PRIMARY ACCOUNTABILITY

- Owner Occupied Home Repair
- Warranty

ESSENTIAL FUNCTIONS¹

Owner Occupied Repairs

- Build relationships with senior centers and community organizations with the intent to provide repairs to qualified homeowners and play a part in holistic care to support aging in place.
- Ensure policies and procedures related to the owner-occupied repair program are up to date and being followed.
- Build a network of contractors and handymen to bid on projects and perform owner occupied repairs as an extension of Habitat for Humanity's values.
- Integrate Buildertrend into the workflow of owner-occupied repairs to improve project management and enable access to information by others that require the information for government and private grants
- Work directly with VP of Development and Communication to provide necessary information for grant execution.
- Meet and work with homeowners as needed to ensure a positive experience.
- Work through technical, construction related issues that may arise during construction.
- Ensure projects are finished on schedule and in a quality manner.

Warranty

- Respond to and resolve all warranty requests. Improve the existing warranty program with a spirit of partnership and education.
- Promote and facilitate 1-year walkthroughs.
- Build a network of contractors and handymen to resolve Habitat homeowner warranty requests in a timely manner and in line with our values.
- Track trends in warranty claims through use of BuilderTrend and provide building related improvements to VP of Construction and education related suggestions to VP of Homeownership & Mortgage Services.
- Meet and work with homeowners as needed to ensure a positive experience.
- Work through technical, construction related issues that may arise during construction.

¹ This job description is not intended to be all inclusive. Employee may perform other related duties as required to meet the ongoing needs of the organization.



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KNOWLEDGE, SKILLS & ABILITIES² -

- Strong personnel management skills
- Ability to work effectively across internal teams
- Ability to operate a motor vehicle legally and safely
- Demonstrate solid interpersonal, communication and listening skills
- Detail oriented and highly organized
- Strong stakeholder relationship skills for external partnerships
- Have an entrepreneurial spirit and achieve objectives with minimal supervision
- Working knowledge of the Central Indiana region residential real estate market
- Driven to push for results with a measured sense of urgency
- Proficient in interpreting and analyzing financial reports.
- Excellent written and verbal communication skills.

EDUCATION, EXPERIENCE, & CREDENTIALS

- Minimum High School Diploma or equivalent required
- Understanding of government funding & compliance a plus
- Computer literacy, including word-processing, spreadsheet analysis & project scheduling
- Knowledge of sales/negotiating principles and real estate
- Must be detail-oriented and a problem-solver able to deal with complex situations.
- Valid Driver's License.

PHYSICAL REQUIREMENT TO PERFORM THIS JOB³

- Manual dexterity and visual acuity for computer keyboarding, office equipment use
- Must be able to move about rough terrain at site locations
- Climbing, pushing, shoving moving on occasion
- Ability to lift 50 pounds

Employee Signature: _____ Date: _____
Supervisor Signature: _____ Date: _____

² Including but not limited to the following. These are necessary abilities to perform the primary responsibilities listed above.

³ These are abilities the employee would need to perform the essential functions of the job with or without reasonable accommodations.