



Quality & Warranty Coordinator

We are searching for a Quality & Warranty Coordinator to join our team! This position plays a critical role in delivering the exceptional post-closing experience our homeowners expect. This person serves as the primary point of contact for homeowners after closing, managing all incoming warranty requests from initial submission through completed resolution. They evaluate each warranty item, coordinate with vendors and homeowners to schedule and complete approved work, and ensure homeowners are informed and satisfied throughout the process. Throughout the build, this position also evaluates each home at critical phases to ensure the home is built to our quality standards.

This is a relationship-driven, detail-oriented role that requires someone who can balance empathy for homeowners with sound judgment and clear communication. The Quality & Warranty Coordinator does not perform or supervise the physical warranty work – their focus is coordination, communication, and accountability.

Joyner Homes is a local, growing home builder based in Greenfield, Indiana. Building Smart, Well-Designed, Character-Rich Homes throughout Central Indiana is our passion! Our company strives to strengthen family, relationships, and quality of life by providing opportunities to live and work in our local community.

GENERAL RESPONSIBILITIES

- Receive and review all incoming warranty requests from homeowners, evaluating each item against Joyner Homes' warranty and quality standards to determine warrantability
- Communicate decisions to homeowners in a professional, timely, and empathetic manner – including explanation of coverage and next steps
- Document all warranty communication in construction software
- Coordinate with homeowners and vendors to schedule approved warranty work, confirm completion, and follow up as needed to ensure timely resolution
- Manage and track all open warranty items in construction software, maintaining accurate status and documentation throughout
- Oversee the pre-closing punch list, the 60 Day List, and the 10year Drywall Touch-up processes, ensuring all items are scheduled, completed, and closed out

- Oversee the quality inspections throughout the build to ensure homes are built to Joyner Homes' standards
- Follow up with customers and vendors to ensure items were satisfactorily and timely
- Attend homeowner orientation to introduce the warranty process to homeowners
- Provide feedback to construction, architecture, and design departments on preventative actions to avoid commonly observed warranty issues
- Maintain high levels of customer satisfaction with the goal of five-star reviews and gaining referrals
- Perform other related duties as assigned by management

JOB QUALIFICATIONS

- Education: Associate's or Bachelor's degree preferred, or equivalent experience
- Experience: 1-3 years of experience in a fast-paced administration or coordination role; experience in construction preferred
- Experience with construction management or scheduling software as plus, but not required
- Familiarity with residential construction processes and terminology preferred
- Exceptional organizational skills with the ability to manage multiple priorities simultaneously
- Strong written and verbal communication skills
- High attention to detail and commitment to accuracy
- A positive attitude and a team player
- Proficient in Microsoft Office Suite (Word, Excel, and Outlook)