



JOB OPENING

Job Title: Facilities Tech Manager (Warranty & Service)

****Local Greater Puget Sound Candidates Only****

Rafn is a leading commercial general contractor in the sustainable building industry in the Seattle area. We have been in business over 40 years, and we offer: competitive wage, outstanding benefits, and lots of opportunity for career advancement. Professional growth and development training opportunities are available to all employees and high-profile, fast-paced projects keep our team members challenged. If you are looking for a strong company, with good values and a commitment to the well-being of our employees... including a belief in living a well-balanced life... Look no further! Hear what our employees say about working here: www.rafn.com/team. YOU MATTER HERE!!

Job Description:

Rafn Company is seeking to hire a Facilities Tech Manager in Warranty and Service. Purpose: To manage the day-to-day business for service and warranty (including supervision). Responsible for all warranty claims; process warranty claims; securing service related work from existing customer base and being the main contact for any service/warranty related claims; develop efficient tracking systems; dependably schedule appointments with customers, vendors, and coworkers when coordinating repairs; documenting all work required and/or perform actual repairs; identify warranty vs. service items and make a recommendation on company obligation; identify costs associated with work, including implementing cost savings, as possible; issue subcontracts and purchase orders, as required, summarizing key components of the issue and lining out the steps required to address it, supported by pictures; prepare estimates, billings and budgets and work with accounting to issue service billings; schedule 1 year warranty walks with project teams and clients. Responsible for coordinating all service repairs; schedule vendors for service calls or plan and coordinate any additional labor requirements for upcoming projects; report back to company in regards to common issues and pitfalls to avoid on current and upcoming projects. Mixed use multi-family and commercial construction projects. Position offers flexibility in work schedule. Typical work schedule is M – F during business hours, however, some afterhours/weekends/holiday work may occasionally be required.

Required Knowledge, Skills & Abilities:

This position requires the following mix of knowledge, skills & abilities (KSA's) that will bring about success in this position: Problem solving and analytical skills; multi-tasking and prioritization skills; knowledge of and ability with all phases of construction; working knowledge and craft skill with HVAC, electrical and plumbing, finish carpentry, doors and hardware, cladding and flooring experience; well versed in management principles and techniques, industry terminology and standard construction practices and be competent reading construction plans, specs, and shop drawings; ability to learn/enforce warranty specs.

Individual must be a self-starter and demonstrate good organizational skills, have safe work practices and the ability to recognize job hazards with the knowledge of how to safely work around them; communicate clearly (oral and written), excellent interpersonal and customer service skills and proficiency in MS Office (Outlook, Word, Excel) and MS Project. Successful candidate must be responsive to customer needs, while maintaining a high degree of professionalism.

Physical Job Requirements:

- Manual skill and dexterity to operate service motor vehicle, power tools, equipment, camera, computer & cell phone
- Carry up to 50 pounds frequently
- Hear, speak, read, write & understand written/spoken word
- Climb stairs and ladders
- Kneel/squat/crawl/push/pull occasionally
- Reach outright and overhead
- Sit or stand for long periods of time

Other Job Requirements:

- High School graduate or equivalent
- Minimum 7 years' experience in general construction environment or closely related field, or experience in a Facility Manager job capacity. Additional education (college, university, trade or tech school) and/or special training preferred
- Washington State driver's license, proof of insurance and satisfactory driving record are required. Must be able to pass pre-employment drug test and background check acceptable to Rafn Company standard.
- Basic tools required. Service vehicle will be provided and access to necessary power tools and equipment.

A pre-employment drug screen and background check will be required.

Benefits:

- 401(k) match
- 95% Employer sponsored Health insurance option
- Dental insurance
- Voluntary vision insurance
- Dependent medical/dental/vision options
- HSA account
- Short Term Disability insurance
- Employer paid Life insurance
- Generous Paid Time Off
- 75% discounted ORCA Transportation Pass
- Wellness Program Rewards
- Amazing, welcoming company culture and much more!
- A generous referral program
- \$100 annual prescription safety glasses reimbursement

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.