



Construction Service/Warranty Technician – Retail & Commercial

By making customer service and satisfaction their highest priority, Terlin Construction has evolved over three decades to become a leader and innovator in full-service construction for the retail, commercial, and institutional sector in Ottawa and across Canada.

Terlin is proud of their many achievements and proven track record as the "supplier of choice". Distinguished by their end-to-end approach and unparalleled reputation for quality and reliability, Terlin's state-of-the-art facility houses their custom Millwork shop which provides an exclusive focus on the specialized needs of their clients. From design through construction and service, Terlin handles every aspect of interior construction and delivers outstanding and consistent results.

The Terlin Team is a talented and driven group of experts, tradespeople, designers, and project managers. In addition to their skilled partners and sub-trades, Terlin's complete team is made up of close to 200 dedicated individuals – each committed to making customer service and satisfaction their highest priorities. **And they are always looking for great people to join their team!**

The Opportunity

Terlin is currently seeking a fulltime, experienced, and dynamic **Service/Warranty Technician** to join their growing team. The environment is fast-paced and growth-oriented – ideally suited for individuals who like to take charge and are driven to build on current successes.

Responsibilities

Reporting to the Manager, Service & Small Projects, you will provide excellent customer service while completing a wide range of repairs / installations in a timely manner with both care and enthusiasm. Specifically, the Service Technician will be onsite at commercial locations utilizing their trade skills and will be responsible for:

- Repairing of deficiency / warrantee items including drywall patching, painting, rough carpentry work and other duties as required with knowledge of various tools and equipment required to perform the functions of this role.
- Liaising with the Service Department team for scheduling of customer appointments and providing details on resolution of deficiencies.
- Responding to service calls in a timely fashion and demonstrating courteous and professional attitude while dealing with the public.



- Ensuring work is planned and performed efficiently – preparing materials and ensuring Service vehicle is stocked prior to visiting the client site.
- Troubleshooting, repairing and/or escalate issues as appropriate.
- Ensuring high-quality standards are maintained.
- Presenting a professional appearance and demeanor at all times.
- Suggesting additional repairs when identified and needed.

This role is an integral part of the organisation and, as such, requires you to perform such reasonable tasks that are required, as and when necessary, to maintain, promote, develop, and expand the business of Terlin and its interests.

Qualifications

The successful candidate is a self-starter who possesses excellent communication skills, is extremely organized, detail-oriented, has a positive attitude, and knowledge of construction and trades. Qualifications for the position include:

- A minimum of 3 years' experience as a well-rounded general contractor or handyman experienced in commercial construction, renovations, or repairs in retail /commercial construction.
- Knowledge of, and demonstrated proficiency in, multiple trades functions such as carpentry, drywall, painting, etc., is a requirement, as is knowledge of various tools and equipment. (All major tools will be provided by the company.)
- Comfortable in the use of technology - smartphones, tablets, or computers to record, review, and communicate information related to deficiency lists
- Ability to coordinate multiple tasks in a positive manner as well as having a flexible work style.
- An excellent work ethic is paramount – must be self-directed, have superior time-management skills, able to work independently and with little supervision.
- Ability to work within a team-based environment that is focused on safety, productivity, quality and customer service.
- Knowledgeable in different aspects of renovation and construction projects, hardware, and accessory installations.
- Passion for being loyal, dependable, punctual, reliable, and seek long-term meaningful working relationships.
- Detail-oriented and a creative problem solver who can think outside the box for solutions without fear of failure.



- Physically fit and able to kneel and crouch as well as lift, carry, push, or pull objects weighing up to 50 lbs.
- In addition to multi-tasking and following instructions, possess highly developed problem solving/decision making skills.
- Willingness to be on call periodically for after-hours / weekend / holiday service.
- Safety-oriented with a thorough understanding of all requirements and regulations.
- Valid driver's licence and clean driver's abstract.

The nature of this role will require travel within the Ottawa area. You must be flexible and with the willingness and ability to travel daily to assigned sites and locations. From time to time, you may be expected to travel outside the Ottawa area as required. The right candidate may be provided with a company vehicle.

What Terlin Has to Offer

Terlin offers employees the opportunity to work on innovative projects alongside dynamic, dedicated, and talented teams who possess a strong drive for success.

Their comprehensive benefits package is designed to meet the demands of each individual's life at work as well as at home. Employees are eligible for coverage under Terlin's benefit plans and are encouraged to participate in any, or all, of their benefit programs. RRSP and profit-sharing plans are also offered. Terlin is an equal-opportunity employer and values diversity and inclusiveness in their company.

Do you have the drive, the experience, and the commitment to excellence to be part of the Terlin Team?

If you think you have what it takes, and would like to join an organization that offers proven corporate leadership, opportunities for career advancement, great team spirit, and entertaining social events, then let Terlin provide you with an excellent place to work, grow, and excel!

To learn more about Terlin Construction Ltd., visit their website at www.terlin.ca .

We thank all applicants for their interest, however, only those qualified will be contacted for an interview.