



Quality Assurance Manager

Pacific Lifestyle Homes-- a growing regional homebuilder-- seeks an experienced, professional **QA Manager** to lead our Customer Service Team. PLH's Company mission is to create an exceptional new home experience and this position is instrumental in achievement of that goal.

The QA Manager works with a variety of cross-functional teams to identify and implement best practices that increase the quality and efficiency of new home delivery. If you are personable, customer-focused and enjoy utilizing problem solving skills to continuously improve processes, you are encouraged to apply!

Pacific Lifestyle Homes offers a competitive compensation package including benefits. This position is eligible for profit sharing. Our offices are located just off of I-205 in beautiful **Vancouver, WA** (approximately 30 minutes from Portland, OR).

An ideal candidate is a leader with customer service experience in residential construction or property management. Successful individuals thrive on making positive contributions to Company goals while exemplifying our core values including: **Integrity, Respect, Teamwork, Accountability, Candor and Humility**. Our Company culture is team-oriented, supportive and customer-centered. PLH employees take great pride in their work and have a genuine enthusiasm for seeing customers' dreams realized.

To learn more, please see our website: www.pacificlifestylehomes.com

For additional information about **PLH's Company Culture**, we invite you to view the video at the following link:

<https://youtu.be/2sNbXsz8D8c>

Responsibilities include:

- Providing leadership to the PLH Customer Service Team
- Conducting QA inspections
- Tracking and analyzing recurring issues; identifying solutions through effective communication and teamwork
- Liaison with trade partners; collaborate to eliminate waste and obtain efficiencies
- Working with Purchasing to update and maintain scopes of work
- Research proposed new home components to ensure quality and customer needs are met
- Communicating quality status updates
- Working with the Customer Care Database
- Participate in identifying and completing quarterly strategic priorities and process improvement initiatives

Desired Knowledge, Skills and Abilities:

- 5+ years' work experience in warranty/customer service, real estate, property management or similar field; residential construction work history is strongly preferred
- High school diploma or equivalent with experience in warranty/customer service related field; additional education is a plus
- Supervisory/leadership skills that reflect our team culture
- Organized and detail-oriented with the ability to multi-task effectively; accuracy and follow through
- Project management experience
- Flexible and adaptable to changing priorities
- Exceptional interpersonal and communication skills
- Initiative and creative problem solving abilities
- Responsible with strong work ethic, integrity, and reliability
- Logical decision-making abilities
- Professional, approachable and team-oriented
- Proficient in use of computer software to include: MS Word, Excel and Outlook; experience with Customer Relationship Management (CRM) database is a plus

Reference check, background check and a pre-employment drug screen are steps in our hiring process.

For consideration, please forward:

1. A completed **Career History Form (Application)** found at the following link:
https://pacificlifestylehomes.topgradingonline.com/job_openings/quality-assurance-manager-vancouver?utm_campaign=direct_links&utm_medium=job-boards&utm_source=quality-assurance-manager

**** NOTE—to be considered, the Career History Form must be completed. ****

2. **Upload your résumé and cover letter including compensation requirements.**

If you have questions about the application process, inquire via email with our recruiter at:

QA@TJandassociates.com

We are proud to be an Equal Opportunity Employer.