**Warranty Services Specialist (Investigator)**

**Overview**

The **Warranty Service Specialist (**also known as an **Investigator)** is responsible for protecting the interests of Holcim Building Envelope division (formerly Firestone Building Products) by handling roofing claims. The Specialist/Investigator will receive, analyze, and make determinations on claims by reviewing data from contractors, sales reps, field tech reps, and personal site investigations. The Specialist/Investigator will be responsible for **investigating** the claim, developing the Holcim Building Envelope position, determining necessary repairs, communicating to all relevant parties, and negotiating to resolve the claim. In reaching resolution, the Specialist/Investigator may be responsible for receiving repair quotes, identifying a repair contactor, ordering/shipping materials, reviewing work, and processing contractor invoices.

\*\*\*This Investigator position is for our **North Mid-Atlantic** region (**Illinois, Michigan, Ohio, Pennsylvania).**

**\*\*\*This is position is remote work eligible, but the candidate must live within the region of the territory (Illinois, Michigan, Ohio, Pennsylvania), as well as must show high level of knowledge and ability to work independently.\*\*\***

**Responsibilities**

* Reviews necessary field work with and **assigns projects to Field Technical Representatives** based on complexity of issues and geographic proximity of trips.
* Acts as **in-house technical services** source for phone in questions by field people as they arise
* Reviews written specifications and recommendations for completeness, clarity, and cost effectiveness.
* Follow-up and **communicate** positions to all parties, as well as provide issuance of PO and Materials as needed to contractors providing warranty repair services.
* **Travel** in the field and perform investigations and handle claims throughout as needed, with a focus on large dollar claims.
  + (While the overwhelming majority of this position is based out of an office (corporate or home), there is roughly **5-10% in-field** aspect to complete roof/damage inspections.
    - This travel works out to about **2-5 days/nights travel every 4-6 weeks.**
* Develop and **negotiate** the claim position with all relevant parties and attend meetings when necessary.
* **On -Site Inspection**: In-depth inspection and analysis of roof system exhibiting problems requires extensive knowledge of all construction practices as they relate to Firestone roof systems and watertight integrity of the roof.
* Quick and **thorough completion of all paperwork** including photographs related to each claim to properly document Firestone position for presentation and future reference including possible litigation.
* Preparation of clear, concise, and in-depth repair specifications which summarize **roof-top analysis** into cost effective, workable solutions to problem.
* **Excellent** verbal and written **communication** skills required for communication to building owners, roofing contractors, sales reps, building consultants, and lawyers on intricate, complicated problems and issues.
* Excellent **project** **management** skills to handle a busy and diverse docket with efficiency and timeliness.
* Keep the Warranty Services Supervisor and Director of Warranty Services informed of relevant claims and issues that may affect the company.
* Interfacing with the law department to support claims that are approaching or have entered litigation.

**Qualifications**

What you will need to be successful for this position:

* A four-year degree and **roofing** industry experience;

**OR**

* Five+ years of **progressive** **roofing**/construction experience.

**\*\*\*Remote candidate must live within the region of the territory (Illinois, Michigan, Ohio, Pennsylvania), or otherwise candidate must be willing to live in the Nashville, TN area (corporate headquarters).**