

# Warranty Program Specialist

## Position Details

Class Code: 7703

Job Family: Skilled Trades/Technicians

Classification: Support Professional

Terms of Employment: [Pay Grade 58 on Support Professionals Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

---

## Position Summary

Under general direction, resolves warranty problems and enforces warranties for new/existing building construction.

---

## Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Communicates and coordinates warranty repair problems involving natural gas, electric, water, sewer, etc., with public utility companies and contractors.
2. Analyzes special problems and unique circumstances related to contract enforcement/warranties.
3. Conducts follow-up inspections and reviews of new/existing Clark County School District facilities.
4. Observes new equipment/system tests and start-up procedures.
5. Represents the District on warranty issues related to contract enforcement with contractors, vendors, and manufacturers.
6. Assists and advises maintenance/operations personnel in matters regarding warranty requirements; manages warranties for equipment replaced by in-house staff.
7. Informs Facilities Services Unit, Transportation, and site administrators of extended warranty items.

8. Reviews plans, specifications, and submittals for compliance with applicable codes and system requirements.
  9. Investigates and inspects warranted construction/systems; determines if corrective action(s) fall within warranty program or should be referred to maintenance.
  10. Maintains warranty log, issues initial notices, monitors process to correct warranty deficiencies, and prepares written reports.
  11. Recommends and implements approved changes for efficient warranty program management.
  12. Compiles and assembles technical reference manuals for system operations.
  13. Instructs District staff in the operation and care of new/existing equipment; works with contractors and manufacturers to provide on-demand video training on equipment maintenance/operations.
  14. Mentors and trains staff, as needed.
  15. Conforms to safety standards, as prescribed.
  16. Performs other tasks related to the position, as assigned.
- 

## **Distinguishing Characteristics**

Inspects/analyzes construction components of materials, equipment, systems, and workmanship relative to contract enforcement/warranties.

---

## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of major building systems (i.e., heating, ventilation, air conditioning, and refrigeration (HVACR), electrical, and plumbing.)
2. Knowledge of building construction, equipment, and materials.
3. Ability to recognize, understand and interpret local, state, federal, and national codes, including Universal Building Code (UBC), Uniform Mechanical Code (UMC), Uniform Plumbing Code (UPC), National Fire Protection Association (NFPA), National Electrical Code (NEC), Americans with Disabilities Act (ADA), etc.
4. Ability to prepare reports and maintain records.
5. Ability to learn software applications.
6. Ability to respond to and determine procedures for handling unique problems/emergency situations.
7. Ability to read/interpret blueprints, specifications, and schematics.

8. Ability to judge when to act independently and when to refer situations to an administrator.
  9. Ability to explain and demonstrate mechanical/electrical functions to building engineers, custodians, and school/department staff.
  10. Ability to assemble technical reference manuals for system operations.
  11. Ability to interpret written and verbal instructions.
  12. Ability to plan and organize work.
  13. Ability to distinguish colors.
  14. Ability to work flexible hours/shifts.
  15. Ability to safely move heavy objects.
  16. Ability to work in confined areas.
  17. Ability to withstand heights and perform work safely.
  18. Ability to tactfully and effectively communicate, verbally and in writing, with contractors, architects, and engineers.
  19. Ability to recognize/report hazards and apply safe work methods.
  20. Possess physical and mental stamina commensurate with the responsibilities of the position.
- 

## **Position Requirements**

### **Education, Training, and Experience**

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Five (5) years' experience in construction inspection/management, maintenance, skilled trades, engineering, project management, etc.; or, Bachelor's degree from an accredited college/university in engineering, construction management, or building/mechanical technology, and one (1) year of experience as described above.

### **Licenses and Certifications**

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for duration of assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

## Preferred Qualifications

None specified.

---

## Document(s) Required at Time of Application

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
  2. Transcript(s) from an accredited college/university, if applicable.
  3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
  4. Current copy of driving history (dated within six (6) months from the date printed) issued by the DMV.
  5. Specific documented evidence of training and experience to satisfy qualifications.
- 

## Examples of Assigned Work Areas

District facilities – mechanical areas, building rooftops, electrical areas, classrooms, science/technology areas, food service areas, gymnasiums, landscaping/grounds, etc.

---

## Work Environment

### Strength

Medium/heavy – exert force of 50-100 lbs., occasionally; 20-50 lbs., frequently; 10-20 lbs., constantly.

### Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near/far acuity and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

### Environmental Conditions

Varies from climate-controlled office settings to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

## **Hazards**

Electrical shock hazards, furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

---

## **Examples of Equipment/Supplies Used to Perform Tasks**

District-issued/personal vehicles, cell phone, computer, light meter, thermometer, electric volt meter, video camera, 35mm camera, hand/power tools, air hoods, fax machines, copiers, etc.

---

## **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Revised: 08/17/23
- Created: 10/30/90