

# Warranty Program Supervisor

## Position Details

Class Code: 7704

Job Family: Skilled Trades/Technicians

Classification: Support Professional

Terms of Employment: [Pay Grade 60 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under general direction, serves as team leader for assigned Warranty Program personnel and as the Facilities Services Unit's (FSU) single point-of-contact regarding warranty usage/problems for Clark County School District construction projects.

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## Essential Duties and Responsibilities

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

1. Surveys, plans, organizes, and directs Warranty Program staff.
2. Supervises, communicates, and coordinates warranty repair problems involving natural gas, electric, water, sewer, etc., with public utility companies and contractors.
3. Communicates with Region Superintendents, Principals/site administrators, contractors, construction management/project managers, Facilities Management Services, and other impacted parties regarding construction project warranty items.
4. Oversees and directs management of documentation/reports database; responsible for preparing/distributing documentation, records, and reports.
5. Coordinates and matches warranty program activities with department, unit, and District goals.
6. Serves as liaison between District departments, contractors/manufacturers,

- government agencies, and other stakeholders regarding warranty issues to ensure project continuity, compliance, and quality of work.
7. Coordinates with Facilities and Construction Management in scheduling Warranty Program Specialists to attend/perform all contractual 11-month walks and observe tests/start-up procedures of new equipment and systems.
  8. Inspects building construction and systems alongside FSU to determine if corrective action(s) fall within the warranty program or require referral to Facilities Management Services; ensures warranty requirements are addressed within time constraints established in project documents.
  9. Explains non-warranty work notices to FSU, Principals, or site administration.
  10. Identifies, develops, and prioritizes procedures to log/issue initial notices, monitor warranty deficiencies, and provide tracking reports; advises project managers of warranty problems identified and not corrected by contractors.
  11. Initiates reviews of plans, specifications, and submittals to verify compliance with applicable codes and system requirements; identifies and implements warranty program efficiency improvements.
  12. Ensures Warranty Services compiles and assembles technical reference manuals for system operations.
  13. Assists Project Managers in scheduling, demonstrating, and/or instructing District staff on equipment operations and care.
  14. Serves as liaison between Employee Performance Management training staff and contractors/manufacturers to provide on-demand training for FSU staff.
  15. Manages asset tagging and inventorying responsibilities for the Computerized Maintenance Management System (CMMS); mentors staff on how to review design documents, specifications, and reports.
  16. Oversees manufacturer warranties for equipment replaced by in-house staff.
  17. Mentors Warranty Program staff.
  18. Conforms to safety standards, as prescribed.
  19. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Serves as the single point-of-contact for managing, planning, scheduling, coordinating, and monitoring the inspection/analysis of construction materials, equipment, systems, and workmanship relative to warranties; requires excellent communication and interpersonal skills, as well as advanced construction/maintenance knowledge.

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

## Expectations)

1. Knowledge of building construction, equipment, and materials.
2. Knowledge of major building systems (i.e., heating, ventilation, air conditioning, and refrigeration (HVACR), electrical, mechanical, plumbing, etc.)
3. Knowledge of construction project management.
4. Ability to plan, coordinate, and schedule construction warranty work.
5. Ability to access information and consolidate data to determine best report preparation and records maintenance approaches.
6. Ability to recognize, understand, and interpret all local, state, and federal codes, including Universal Building Code (UBC), Uniform Mechanical Code (UMC), Uniform Plumbing Code (UPC), American Society of Mechanical Engineer (ASME), Environmental Protection Agency (EPA), Americans with Disabilities Act (ADA), National Fire Protection Association (NFPA), National Electrical Code (NEC), Occupational Safety and Health Administration (OSHA), etc.
7. Ability to meet predetermined deadlines.
8. Ability to use a computer and work-related software applications.
9. Ability to multitask, prioritize, and meet critical deadlines.
10. Ability to supervise and evaluate employees; leads and manages others in achieving goals.
11. Ability to judge when to act independently and when to refer situations to an administrator.
12. Ability to communicate clearly, verbally and in writing.
13. Ability to read/interpret blueprints, specifications, and schematics.
14. Ability to work in confined areas.
15. Ability to train schools/departments in mechanical and electrical functions.
16. Ability to gather technical reference manuals for system operations.
17. Ability to distinguish colors.
18. Ability to work flexible hours/shifts.
19. Ability to safely move or relocate heavy objects.
20. Ability to withstand heights and perform work safely.
21. Ability to communicate with contractors, architects, and engineers using tact/diplomacy.
22. Ability to recognize/report hazards and apply safe work methods.
23. Possess physical and mental stamina commensurate with the responsibilities of the position.

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## Position Requirements

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

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Eight (8) years' experience in building construction/inspection, maintenance, engineering, project management, or warranty management; or, Bachelor's degree from an accredited college/university in engineering, construction management, building technology, building inspections, communications, mechanical technology, or a related field, plus four (4) years' experience as described above; or, Associate's degree from an accredited college/university in engineering, construction management, building technology, building inspections, communications, mechanical technology, or a related field, and six (6) years' 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 the duration of the 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 the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.

## **Preferred Qualifications**

Two (2) years' supervisory experience.

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## **Document(s) Required at Time of Application**

1. High school transcripts 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.
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## **Examples of Assigned Work Areas**

Clark County School District facilities - offices and schools (i.e., classrooms, cafeterias,

locker rooms, gymnasiums, technology/science labs, restrooms), building rooftops, mechanical/electrical equipment rooms, boiler rooms, landscaping/grounds, etc.

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## **Work Environment**

### **Strength**

Medium/heavy - exert force of 50-100 lbs., occasionally; 25-50 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 and 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**

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, telephone, computer, light meter, thermometer, electric volt meter, video camera, 35mm camera, hand/power tools, air hoods, fax machines, copiers, etc.

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### **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: 07/25/23
- Created: 02/24/03