

**Manager, Warranty Services MWS040423**

<b>Position:</b>	Manager, Warranty Services
<b>Department:</b>	Warranty Services
<b>Type of Position:</b>	Full Time, Permanent
<b>Location:</b>	Home Office, GTA
<b>Reporting to:</b>	Director, Warranty Services

**About Tarion**

Since 1976, Tarion has provided new home warranty protection to more than 2 million Ontario homes. We serve new home buyers and new homeowners by ensuring that one of their life's biggest investments is protected. Almost every new home in the province is covered by a new home warranty. This warranty protection is provided by Ontario's builders and lasts up to seven years. It is backstopped by Tarion. More than 375,000 homes are currently enrolled in the warranty program. Every year about 55,000 new homes are enrolled.

With more than 265 employees, Tarion works hard every day to serve the public interest by, first and foremost, protecting consumers and their new home purchases. We investigate homeowner warranty claims; resolve warranty disputes between homeowners and builders; and provide deposit and delayed closing protection for new home buyers. We also manage the Guarantee Fund, an important financial reserve designed to help shield Ontario consumers from possible catastrophic building events. All of this enhances fairness and confidence in Ontario's new home building industry.

**About the Role:**

The Manager, Warranty Services manages and resolves matters relating to warranty compliance and claims while ensuring quality service to home buyers and owners, vendors/builders and their agents and other stakeholders and clients. This position will provide guidance and direction on policies and procedures relating to Tarion claims and be

responsible for supervising and monitoring the performance of direct reports to ensure optimum performance.

**Responsibilities:**

- Responsible for the day-to-day management of all matters relating to freehold and condominium unit warranty compliance and claims adjusting
- Responsible for managing the delivery of fair, timely, quality and consistent service to home buyers and owners, vendors/builders and their agents and other stakeholders and clients
- Responsible for ensuring Tarion rulings are consistent with the Ontario New Home Warranties Plan Act, the Regulations, the Builder Bulletins, Tarion policies and procedures and with Tarion's vision and values.
- Reviews and recommends settlement of claims; reviews and monitors reserves and approves requests for payment to their assigned authority; directs vendors/builders or their agents, and repair contractors for appropriate claim settlements
- Provides guidance and direction to staff on Tarion claims handling policies and procedures and develops appropriate solutions
- Prepares for and represents Tarion in LAT appeals and court litigation on regional freehold and condominium unit matters
- Monitors and balances file workloads and coordinates daily tasks; promotes and monitors consistency in reporting, file updates, correspondence and general information, both verbal and written
- Supervises, monitors performance of staff and trains, coaches and mentors for optimum performance; conducts performance reviews
- Responds to client complaints and appeals; investigates and resolves internal and external client conflicts.
- Directs the resolution of complex and difficult files and escalated issues
- Meets with municipal officials to resolve local matters
- Works occasionally at head office to support department initiatives

**Qualifications:**

- Community college diploma or university degree
- Ontario Building Code BCIN qualification in Legal (general) and Part 9 (home) required
- A comprehensive and working knowledge of the Ontario New Home Warranties Act, Ontario Building Code, residential and building techniques, construction scheduling, repair methods is required
- Minimum 6 years construction related experience and customer service capacities – preferably in freehold residential construction methods
- Demonstrated success at managing a virtual team
- Excellent negotiating, time management and interpersonal skills
- Excellent communication skills, verbal and written
- Ability to work independently and as a part of a team within a dynamic environment
- Excellent time management and interpersonal skills
- Above average computer skills in Microsoft Office and Internet environment
- An individual who has strong observation and problem solving skills
- An out-going self starter with the ability to make decisions based on practical building knowledge
- Valid Class 'G' drivers license and reliable transportation is essential
- Access to High Speed Internet connection at home is essential

**Why Choose Tarion?**

We believe that Tarion's employees are its most valuable asset. We strive to provide a welcoming work environment.

We offer employees a competitive compensation program, opportunities for learning and development, an employee discount program, access to wellness programs, and a variety of Employee Assistance Program tools and online resources to support well-being.

At Tarion, we believe that a strong commitment to diversity and inclusion allows employees to perform at their very best and underpins a culture in which everyone feels they have an equal opportunity to belong and build a career. Tarion is committed to developing and maintaining

work environments and practices that ensure equality of opportunity in recruitment, selection and promotion, and to removing systemic barriers so that employees have every opportunity to feel included in the workplace.

If you are a person with a disability and have questions or would like help with your application, please email [careers@tarion.com](mailto:careers@tarion.com) or contact a member of the Human Resources Department.

**Application Submissions & Deadline:**

Please submit a cover letter and resume coded **MWS040423** no later than **April 14, 2023** [careers@tarion.com](mailto:careers@tarion.com).