

Technical Underwriting Coordinator TUC041323

Department:	Underwriting
Type of Position:	Full Time – Permanent
Location:	Home Office
Reporting to:	Manager, Technical Risk & Underwriting

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 Technical Underwriting Coordinator is part of Tarion's Technical Risk & Underwriting team. The team's primary functions include reviewing builder performance, conducting builder interviews and overseeing the Escalating Consequences (Registrar Bulletin 12) to assess risks and formulate recommendations to the Underwriting team. This is related to Tarion's commitment to best understand risk by reviewing and analyzing all aspects of a builder's performance, which would include new builders' experience and skills and existing builder previous warranty performance. The position is part of Tarion's commitment

to best understand potential risk and protect consumers. This position will be a coordinator role with administrative duties included.

Responsibilities:

- Supporting the Technical Risk & Underwriting team in preparation and preliminary review of builder performance reviews. This will include:
 - Preparing analytical reports (excel) for review by pulling, sorting, arranging data.
 - Conducting preliminary review of defect types, reserves, claim amounts, conciliation inspections, flags, etc., using various internal platforms
- Coordinating builder interviews by managing and preparing documentation, sorting information provided by builders, administrative correspondence with applicants, management of reports and follow-ups
- Conducting preliminary performance reviews on how Builders meeting their warranty obligations via the Escalating Consequences (Registrar Bulletin 12) process, includes preparing letters, and coordinating meetings, which all support the Underwriting team.
- Assisting with general administration and coordination of information shared with internal Stakeholders as needed
- Manage the storage of reports and documentation
- Provide detailed tracking on multiple Excel spreadsheets to assist in the identification of trends
- Conducting calls to builders related to obtaining feedback, obtaining/verifying information, coordination, etc.
- Scheduling and attending on-site meetings with builders, when required

Qualifications:

- Minimum Community college diploma (or equivalent) with additional post secondary courses
- 3-5 years customer service and administrative skills and/or coordination experience
- Strong communication skills: verbal and written
- Exceptional customer service
- Proven ability to meet strict deadlines
- Above average administrative skills and experience in MS office programs e.g. excel

- Demonstrated ability to balance multiple priorities in a dynamic team environment
- Demonstrated interest in and commitment to continuous learning
- Ability to work cohesively in a team environment and also take initiative to work individually when required
- Strong organizational and problem solving skills
- General Knowledge of the Ontario New Home Warranties Plan Act and Regulations, and Builder Bulletins

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 or contact a member of the Human Resources Department.

Application Submissions & Deadline:

Please submit a covering letter and resume with vacancy code **TUC041323** to careers@tarion.com.