

## Document Processor - DP091823

<b>Department:</b>	Warranty Services
<b>Type of Position:</b>	Full Time Contract – 12 Months
<b>Location:</b>	7 <sup>th</sup> Floor, 5160 Yonge Street, Toronto, ON
<b>Reporting to:</b>	Manager, Warranty Service
<b>Work Model:</b>	Hybrid

### 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 300 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 Document Processor role is responsible for providing support to the Warranty Services team in the claims process. In this position you will manage a group email box as well as providing predefined system responses and process claim forms. You will also be responsible for assisting the claims team, creating enrolment, providing administrative support and update and maintain case files details in Salesforce.

*This is a hybrid role requiring working two (2) days in the office and three (3) days remotely, per week.*

**Responsibilities:**

- Manage group email box
- Electronically process Certificates and Forms related to the Ontario New Home Warranties Plan Act from a queue work list
- Create electronic files and reply with system generated responses as required
- Maintain and update detailed information as required for case files
- Answer general inquiries via email using system generated responses
- Send and receive claim forms/completed claims
- Create the enrolment and process the claim (send form letters)
- Upload documents and set tasks in Salesforce
- Document processing
- Data entry
- Liaise with other departments as required

**Qualifications:**

- Minimum High School Graduate or G.E.D. (or equivalent) with additional post secondary courses
- 1-2 years business related experience
- Strong computer (MS Office) skills with excellent and data entry skills
- Excellent written and verbal communication skills
- Excellent organizational skills
- Demonstrated ability to balance multiple priorities in a dynamic team environment
- Proven ability to work independently
- Enthusiastic, highly motivated individual
- Ability and keen willingness to work in a team environment
- General knowledge of the Ontario New Home Warranties Plan Act, Builder Bulletins and Warranty Services process is preferred

## 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 resume with vacancy code **DP091823** to [careers@tarion.com](mailto:careers@tarion.com) by no later than **September 29, 2023**, using our online.