

Technical Construction Analyst, (Warranty - Home Office / Remote) TCA090823

Department: Underwriting

Reporting to: Manager, Technical Risk and Underwriting

Type of Position: Full-Time/Permanent

Location: Home Office / Remote

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.

Tarion's underwriting group protects Ontario's new home purchasers by assessing builder risk in various ways and applying appropriate terms and conditions. This hands-on role within underwriting is focused on assessing builder technical risk. Some key responsibilities of this role are meeting with builders to understand the construction risks, reviewing builders' previous customer service performance, and more. The role serves in an advisory capacity to the underwriting team to help them qualify and quantify the technical aspects of

the risk, and the underwriting team uses this as part of its overall risk assessment process. This role will be continually looking for ways to improve our process to best understand risk and protect Ontario's new home purchasers.

Responsibilities:

- Analyze risk based on vendor/builder past performance.
- Analyze warranty files or specific claims, reserves, third party reports. This will include working with other departments.
- Analyze builder risk via builder interviews and meetings (virtually and / or in person).
- Prepare detailed reports and make recommendations based on the above analysis
- Travel to different areas of the province including Tarion's head office in Toronto
- On-site visits to review homes for underwriting purposes
- Communicate with builders regarding underwriting concerns and determining underwriting implications
- Keep up-to-date knowledge of the Ontario New Home Warranties Plan Act, Ontario Building Code, other regulations that govern construction in Ontario, Construction Performance Guidelines, and general construction practices in Ontario.
- Responsible for maintaining tracking and statistical information and report generating and review for initiatives.
- Responsible for day-to-day record keeping and scheduling as required.

Qualifications:

- 3 - 5 years' residential warranty, after-sales and/or construction-related experience
- University degree or College graduate in construction-related field
- Ontario Building Code BCIN qualification in Legal (General/CBO) and Part 9 (House/Small Buildings) is an asset
- Understanding of construction, experience reading and interpreting technical reports and architectural plans related to residential buildings
- Knowledge of the Ontario New Home Warranties Plan Act and Regulations, process, and related documents
- Understanding or experience of assessing risks factors related to construction and after-sales service performance and how that may impact underwriting risk

- An out-going self-starter with the ability to make decision based on risk analyzed
- Above average administrative skills and experience in MS office programs e.g. excel
- Superior communication (verbal and written) skills; ability to interact with internal/external stakeholders
- Proficient in report writing
- Ability to work cohesively in a team environment and also take initiative to work individually when required
- Strong observation and problem-solving skills
- Valid Class 'G' driver's license and reliable transportation is essential
- Access to high speed Internet connection in home office is essential

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 **TCA090823** to careers@tarion.com.