

Inspection Coordinator, (Home Office/Remote) INC010424

Department:	Underwriting
Type of Position:	Full Time – Permanent
Location:	Home Office/Remote
Reporting to:	Director, Risk-Based Inspections
Work Model:	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.

About the Role

The Inspection Coordinator is part of Tarion's Risk-Based Inspections team. The Inspection Coordinator will serve as the central point of contact for both internal and external stakeholders, including the timely processing of technical information influencing the risk-based inspection program; or being generated by the program to be used by other departments or organizations. This role is responsible for day-to-day record keeping and scheduling related to the risk-based inspection program.

The successful incumbent will also be responsible for the tracking of risk factors associated with individual vendor/builders, based on independent technical analysis of available information to ensure program resources are effectively allocated and to ensure critical information is shared with other stakeholders.

Responsibilities:

- Responsible for processing information from Underwriting to prioritize program resources based on individual vendor/builders and the associate risk factors.
- Responsible for the effective coordination of scheduling, contacting vendor/builders, and inspection staff.
- Coordinates the entry of all records related to risk-based inspections.
- Independently processes information from field staff, vendor-/builders, and third-party consultants to determine priority of future inspections and key information that must be brought to the attention of other departments.
- Serves as a resource for other departments in the assessment of a vendor/builder's technical risk, based on program records.
- Creates internal and external reports as required.
- Conducting calls to builder related to obtaining/verifying Information, coordination, and other related task
- Recommends policies and procedure changes to manager when applicable.

Qualifications:

- Minimum Community College Diploma (or equivalent)
- 3-5 years' experience in assessing risk factors related to technical competency of vendor/builders
- General knowledge of the Ontario New Home Warranties Plan Act and Regulations, and Builder Bulletins
- Ability to negotiate with customers, providing guidance and direction to resolve files
- Ability to independently review and interpret technical reports submitted by the vendor/builders and identify potential risk factors for follow up

- Knowledge of the Ontario Building Code, construction practices, and construction terminology
- Experience with Salesforce software
- Excellent customer service
- Strong communication skills: verbal and written
- Strong organizational and problem solving skills
- Strong Computer skills (MS Office)

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 **INC010424** to careers@tarion.com.