

## STAFF VACANCY CSR0816

<b>Description:</b>	Customer Service Representative, <b>CSR0816</b>
<b>Department:</b>	Warranty Services
<b>Type of Position:</b>	Contract – One year
<b>Location:</b>	7 <sup>th</sup> Floor, 5160 Yonge Street, Toronto, ON
<b>Reporting to:</b>	Manager, Customer Service

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.

### Responsibilities:

- Respond to, resolve, and document customer queries, issues, etc. by investigating and gathering information or escalating to appropriate personnel
- Assist with resolving MyHome and BuilderLink issues via phone, email, or Chat
- Bring any issues of reputational risk to the attention of management
- Provide backup to the Call Centre as required by taking incoming calls and returning assigned voicemails

### Qualifications:

- Minimum High School Graduate or G.E.D. (or equivalent) with additional post-secondary courses
- 1-2 years customer service and/or telephone support experience
- Excellent listening and verbal communication skills
- Must possess a strong customer service and team player orientation
- Exceptional telephone manner
- Strong computer (MS Office) and data entry skills
- Demonstrated ability to balance multiple priorities in a dynamic team environment
- Demonstrated interest in and commitment to continuous learning
- Demonstrated ability to balance multiple priorities
- General knowledge of the *Ontario New Home Warranties Plan Act* is preferred

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)

### Application Submissions & Guidelines:

Please note that only those selected as potential candidates will be contacted. Please submit a covering letter and resume in one file with vacancy code **CSR0816**, no later than August 27, 2021 to: [careers@tarion.com](mailto:careers@tarion.com)