

## **STAFF VACANCY MU0324**

**Description:** Manager, Underwriting - **MU0324**

**Department:** Underwriting

**Type of position:** Full Time/Permanent

**Reporting to:** Director, Underwriting

**Location:** 5160 Yonge Street, Toronto, Ontario

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:**

- Coach a team of Underwriting Analysts throughout the underwriting process
- Review and approve Analyst risk assessments and proposed terms and conditions
- Analyze complex corporate and financial structures
- Represent Tarion as the subject matter expert for the Underwriting Group at Licence Appeal Tribunal Hearings
- Lead new applicant technical interviews for proposed high-rise condominium projects.
- Lead meetings with vendors and builders as needed
- Manage escalated files and escalate to Director as required
- Underwrite and conduct post-mortem reviews on complex files
- Collaborate with leaders of other Tarion departments to resolve complex issues
- Conduct documented mid-year and year-end performance review for direct reports.
- Assess staff performance as required
- Mentor staff and provide appropriate support for career goals and professional growth via periodic one-on-one coaching sessions

**Qualifications:**

- University degree or College graduate
- 6-10 years' experience in Underwriting
- 1-3 years' experience in a leadership or mentorship role
- Proven analytical skills, with the ability to analyse complex financial structures
- Above average proficiency in Microsoft Office programs
- Passion for coaching, development, and leadership
- People-focused approach
- Strong organizational and time management skills
- Proven ability to meet strict deadlines and manage multiple priorities
- Excellent diplomacy, interpersonal, and customer service skills
- Ability to deal with stress and pressure from both internal and external clients
- Excellent problem-solving skills with the ability to deal with situations of conflict and negative confrontations
- Ability to deal with challenging communications with principals/directors of vendors/builders in connection with their terms and conditions of registration
- Strong negotiation and influencing skills
- Strong communication skills: verbal and written
- High degree of accuracy and attention to detail

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:**

Please submit a covering letter and resume with vacancy code **MU0324** to [careers@tarion.com](mailto:careers@tarion.com).