

## STAFF VACANCY – UA090321

**Description:** Underwriting Assistant – UA090321  
**Department:** Underwriting  
**Type of Position:** Full Time/Contract – 6 months (2 vacancies)  
**Location:** 5160 Yonge Street, Toronto, ON  
**Reporting to:** Manager, Underwriting

### 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 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 queries received through the Underwriting team's general Telephone Help Line and emails
- Assist Underwriting Analysts organize Applications for QFE and Enrolment for home builders across Ontario
- Assist Underwriting Analyst with letters requesting documentation/information, issuing NOP Conditions and other administrative duties
- May work as a front-line customer service contact when required

### Qualifications:

- Minimum Community College Diploma
- 1-2 years relevant business experience
- Excellent customer service skills
- Call centre or customer service experience
- Strong communication skills (verbal and written)
- Proven organizational and problem-solving skills
- Ability to work under pressure and meet deadlines
- Must be highly accurate, well-organized and detail oriented
- Must be able to work independently and follow through on decisions as appropriate
- Demonstrated ability to balance multiple priorities in a dynamic environment
- Knowledge of Ontario New Home Warranties Plan Act would be an asset

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 covering letter and resume with vacancy code **UA090321** no later than **September 15, 2021** to: [careers@tarion.com](mailto:careers@tarion.com)