

## STAFF VACANCY WSC0816

<b>Description:</b>	Warranty Services Coordinator, Scheduling
<b>Department:</b>	Warranty Services
<b>Reporting to:</b>	Supervisor, Customer Service
<b>Type of Position:</b>	Contract/Full-Time – One year
<b>Location:</b>	5160 Yonge Street, 7 <sup>th</sup> Floor, Toronto

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:

- Responsible for processing all incoming inspection requests consistent with the Ontario New Home Warranties Plan Act and guidelines set out in Builder Bulletins relating to freehold homes and condominium units
- Activities include scheduling inspections requests and updating the management inspection calendar, following up on large list forms, contacting customers, providing guidance and direction, managing the resolution of files and ensuring all appropriate documentation is contained on file
- Provide fair, timely, quality and consistent service to home buyers, owners, vendor/builders and their agents and other stakeholders and clients
- Liaise with other departments as required

### Qualifications:

- Minimum High School graduation (or equivalent)
- 1-2 years' customer service and/or telephone support experience
- Excellent communication skills, verbal and written
- Strong listening skills are required
- General knowledge of the Ontario New Home Warranties Plan Act is preferred
- Must possess a strong customer service and team player orientation
- Exceptional telephone manner
- Strong Computer skills (MS Office)
- Demonstrated ability to balance multiple priorities in a dynamic environment
- Demonstrated interest in and commitment to continuous learning

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 in one file with vacancy code **WSC0816**, no later than August 27, 2021 to: [careers@tarion.com](mailto:careers@tarion.com)