

## STAFF VACANCY WSC091621

**Description:** Warranty Services Coordinator, WSC091621  
**Department:** Warranty Services  
**Reporting to:** Supervisor, Warranty Services  
**Type of Position:** 1-year Full-time/Contract (2 vacancies)  
**Location:** 5160 Yonge Street, 7<sup>th</sup> Floor, Toronto

### 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:

- Responsible for the resolution of claims consistent with the Ontario New Home Warranties Plan Act relating to freehold and individual unit warranty claims
- Activities include 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
- Represent Tarion as a witness in License Appeal Tribunal appeals and court litigation
- Represent Tarion at consumer education seminars on an occasional basis

### Qualifications:

- Minimum Community College Diploma (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).

**Application Submissions & Deadline:**

Please submit a covering letter that highlights your experience communicating or explaining a relatively complex idea or problem, along with your resume, quoting vacancy code **WSC091621** no later than **September 27, 2021** to [careers@tarion.com](mailto:careers@tarion.com).

***Tarion Vaccination Policy:***

*Please note that, applicants who receive a conditional offer of employment from Tarion Warranty Corporation will be required to provide proof that they are fully vaccinated with a COVID-19 vaccine approved by Health Canada as a condition of employment. They should also maintain their status as fully vaccinated as a condition of continued employment. However, we will consider individual requests for accommodation by applicants who cannot be fully vaccinated due to health reasons or other genuine reasons.*