

## STAFF VACANCY: WSRCE0726

**Description:** Warranty Services Representative, CE – **WSRCE0726**

**Department:** Warranty Services, CE

**Reporting to:** Manager, Warranty Services, CE

**Type of Position:** Full Time, Permanent – 2 vacancies

**Location:** Home Office, Greater Toronto Area, ON

### 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:

- Provide technical and warranty advice to vendors, builders, consultants, condominium corporations, property managers, homeowners and lawyers regarding condominium common element warranty related issues and compliance with Builder Bulletins 19 and 19R (B19)
- Conduct inspections and meetings with external clients regarding condominium common element and B19 issues
- Make recommendations for vendor/builder financial security retention
- Make rulings and decisions on common element warranty claims with a risk exposure of up to 2.5 million dollars
- Issue Work/Settlement Schedules, set and adjust financial reserves as required
- Manage contractor services procurement and on-site warranty repairs as required
- Represent Tarion as a witness at the License Appeal Tribunal
- Provide fair, timely, quality and consistent service to home buyers, owners, vendor/builders and their agents and other stakeholders and clients
- Represent Tarion at Builder Associations and public outreach activities

### Qualifications:

- Minimum 3 year construction-related diploma from a community college
- 5 - 7 years construction-related experience – preferably in low-rise and high-rise residential construction methods
- An out-going self-starter with the ability to make decisions based on practical building knowledge
- Excellent negotiating, time management and interpersonal skills
- Excellent communication skills, verbal and written
- Excellent computer skills in Microsoft Office and Internet environments
- Strong observation and problem-solving skills
- Comprehensive and working knowledge of the Ontario Building Code and construction practices in Ontario
- Ability to work independently and as a part of a team within a dynamic environment
- Valid Class 'G' driver's license and reliable transportation
- Access to High Speed Internet connection at home office is essential

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 and resume with vacancy code **WSRCE0726** no later than August 9, 2021 to: [careers@tarion.com](mailto:careers@tarion.com).