

STAFF VACANCY WSRIM0721

Description:	Warranty Services Representative- Issues Management WSRIM0721
Department:	Warranty Services
Type of Position:	Full-Time/Permanent
Location:	Home Office, (Greater Toronto Area)

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 and homeowners regarding escalated warranty issues
- Conduct inspections, mediations and meetings with our external stakeholders to assess complaints and non-compliant issues regarding the Ontario New Home Warranties Plan Act and Tarion's Construction Performance Guidelines
- Issue Work/Settlement Schedules, set and adjust reserves as required
- Authorize contracts and monitor contractor progress
- Represent Tarion as a witness at the License Appeal Tribunal, Builder Arbitration Forum, in civil matters, and at public outreach activities (Townhall meetings etc)
- Provide fair, timely, quality and consistent service to home buyers, owners, vendor/builders and their agents and other stakeholders and clients
- Responsible for dealing with complex and sensitive issues

Qualifications:

- Minimum 3 year construction related diploma from a community college
- 3 - 5 years' construction related experience – preferably in freehold residential construction methods
- Experience in a neutral dispute resolution role, such as a mediator, conciliator, claim adjudicator; or experience and skills related to fairly managing complaint processes that involve hearing from participants, analyzing information, encouraging resolution and making recommendations or writing decisions
- Superior communication (verbal and written), observation, negotiation, problem solving, analytical and conflict resolution skills
- Ability to maintain confidences, exercise sound judgment and discretion and work collaboratively with others
- Capacity to work in an empathetic and accessible manner, using effective communications to manage confrontational or stressful situations with diverse users
- A comprehensive and working knowledge of the Ontario Building Code and construction practices in Ontario
- Ontario Building Code BCIN qualification in Legal (general) and Part 9 (home) would be considered an asset (or willingness to obtain these qualifications)
- Ability to work independently and as a part of a team within a dynamic environment

- Above average computer skills in Microsoft Office
- Strong observation and problem solving skills
- An out-going self-starter with the ability to make decisions based on practical building knowledge
- Valid Class 'G' driver's license and reliable transportation is essential
- Required to work in head office one day per week
- Occasional overnight travel required
- Access to High Speed Internet connection at home 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.

Application Submissions

& Deadline: Please submit a covering letter and resume with vacancy code **WSRIM0721** to careers@tarion.com