

Summer Student Internship/Coop

Department: Customer Service - Warranty Services
Type of Position: Summer Student Contract (**Internship/Coop**)
Location: 5160 Yonge Street, North York

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.

About the Role

The Customer Service Representative role provides front line customer service to all of Tarion's stakeholders; by responding to the emails received through our Front email system within 24 business hours. The Customer Service Representative will use some scripted responses and will also create appropriate responses to the emails to ensure that the most adequate information is provided to the stakeholders. This will in turn help the stakeholder to make an informed decision on how to resolve their issues in accordance with our policy, guidelines, Registrar Bulletins, as well as the Act and applicable Regulations. This position is also responsible for completing all scanning, batching, and processing of warranty claim forms and supporting documents and ensures quality assurance by investigating scanning and processing errors and resolving them or identifying a plan of action to resolve them with management.

Responsibilities:

- Provide front line customer service to homeowners and builders responding to assigned emails in our Front email system.
- Bring any issues of reputational risk to the attention of management
- Provide information about warranty coverage and how to make a claim
- Assist homeowners with issues regarding registration on MyHome, our homeowner portal and also with submission of forms

- Respond to emails from our stakeholders by reviewing the file to understand the context for the question and ensure your response is concise, in plain language for ease of understanding and accurate and timely
- Assist with data cleanup tasks within the team
- Upload documents to Content Navigator with accuracy
- Escalate emails to supervisor where required

Qualifications:

- Minimum Community College Diploma (or equivalent)
- 1-2 years customer service and/or telephone support experience
- Excellent listening and verbal communication skills
- Attention to detail is a strong requirement
- Must possess a strong customer service and team player orientation
- Exceptional telephone manner
- Strong computer (MS Office) and data entry skills
- Demonstrated ability to balance multiple priorities in a dynamic team environment
- Demonstrated interest in and commitment to continuous learning
- Demonstrated ability to balance multiple priorities
- Working knowledge of the *Ontario New Home Warranties Plan Act* is preferred

Why Choose Tarion?

We believe that Tarion's employees are its most valuable asset. We strive to provide a welcoming work environment

We offer employees a competitive compensation program, opportunities for learning and development, an employee discount program, access to wellness programs, and a variety of Employee Assistance Program tools and online resources to support well-being.

At Tarion, we believe that a strong commitment to diversity and inclusion allows employees to perform at their very best and underpins a culture in which everyone feels they have an equal opportunity to belong and build a career. Tarion is committed to developing and maintaining work environments and practices that ensure equality of opportunity in recruitment, selection and promotion, and to removing systemic barriers so that employees have every opportunity to feel included in the workplace.

If you are a person with a disability and have questions or would like help with your application, please email 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 **CSSummer23** to careers@tarion.com by March 3, 2023.