

Warranty Services Coordinator WSC042423

Department:	Warranty Services
Type of Position:	Full Time, Contract – 1 Year
Location:	7 th Floor, 5160 Yonge Street, Toronto, ON
Reporting to:	Supervisor, Warranty Services

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.

About the Role

The Warranty Services Coordinator role provides assistance and guidance to our freehold stakeholders, including Vendor/Builders, Homeowners and their designates if applicable. Once a conciliation is scheduled, the Coordinator works closely with the Homeowner and Vendor/Builder to provide information on the warranty process. The Coordinator provides guidance to support a resolution without the need for an inspection. If the inspection proceeds, the Coordinator will continue to follow up with the Homeowner on any warranted

items to see the file through to final resolution, which could include setting up contracts, completing paperwork for cash compensations and processing payments.

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

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 **WSC042423** to careers@tarion.com.