

## STAFF VACANCY DWS0706

**Position:** Director, Warranty Services – **DWS0706**

**Department:** Warranty Services

**Reporting to:** Vice President, Warranty Services

**Type of Position:** Full Time, Permanent

**Location:** 5160 Yonge Street

### Job Summary:

The Director, Warranty Services will provide leadership, direction and oversight of matters relating to freehold and condominium unit warranty claims and compliance, including a portion of the field units.. The incumbent will also be responsible for adjusting operations by management and staff to ensure the effective leadership of the assigned units. The incumbent will work collaboratively with their counterpart Director, Warranty Services to ensure the delivery of fair, timely, quality and consistent service to stakeholders, and that Tarion rulings are consistent with the Ontario New Home Warranties Plan Act, and Tarion's policies and procedures.

### Responsibilities:

- Reviews matters relating to freehold and individual condominium unit warranty claims
- Provides guidance and direction to staff on Tarion claims handling policies and procedures and develops appropriate solutions.
- Reviews and recommends settlement of claims. Reviews and monitors reserves and approves requests for payment to their assigned authority.
- Works with Stakeholder Relations, Law and CEO office on escalated issues and makes recommendations for resolution.
- Directs the resolution of complex and difficult files as well as escalated issues. Dealing with escalated issues is accomplished by having a thorough knowledge of the rules applying to these specific claims as well as interacting with the legal department to discuss the rule applications. Facilitates meetings with internal (WSC, WSR, WSM and other departments) and external clients (homeowners and builders through phone contact, meetings and townhall meetings).
- Prepares for and represents Tarion in LAT appeals, BAF and court litigation (discoveries) on freehold and unit claims as required.
- Responsible for ensuring Tarion rulings are consistent with the Ontario New Home Warranties Plan Act, the Regulations, the Builder Bulletins, Tarion policies and procedures and with Tarion's vision and values.
- Recommends policy and process improvements; assists with developing department business plan and budget.
- Collaborates with other departments to align the goals of the Warranty Services Team with other relevant areas of the business.
- Coaches and monitors annual performance plans for direct staff for optimum performance and to ensure performance targets are met.

### Qualifications:

- Bachelor's Degree in Engineering or equivalent
- Minimum 10 years of Technical knowledge including familiarity with and the application of the Ontario Building Code (OBC) as well as industry building practices.
- Minimum 10 years of experience in engineering, residential construction, architecture would be an asset.
- Strong people management experience coupled with the ability to motivate technical staff.

- Detailed knowledge of the Ontario Building Code and other construction standards; familiarity with Ontario's home construction methodologies.
- Qualification in Part 9 of the Ontario Building Code (or the ability to obtain this qualification within one year of the date of hire).
- Excellent knowledge of sound business administration practices.
- Excellent negotiation skills and the ability to provide guidance and leadership to builders and owners.
- Experience with business planning, implementation and monitoring skills.
- Outstanding communication, presentation and interpersonal skills.
- Excellent knowledge of sound business administration practices.
- Business planning, implementation and monitoring skills.
- Knowledge of the Ontario New Home Warranties Plan Act would be an asset.

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) or contact a member of the Human Resources Department.

**Application Submissions & Deadline:**

Please submit a cover letter and resume coded **DWS0706** no later than **July 17, 2020**.