

The Home Construction Regulatory Authority (HCRA) is a private not-for-profit corporation that if designated by the Government of Ontario, will be the regulatory authority responsible for licensing of Ontario's new home builders and vendors. HCRA intends to foster improved home quality and homebuyer confidence in the home building industry through modernized licensing standards, education and compliance, providing increased consumer protection through enhanced regulatory measures. To learn more about HCRA please visit www.hcraontario.ca.

Builder Directory Coordinator

HCRA is seeking an organized professional who thrives in a fast-paced, high-profile environment to fill the role of **Builder Directory Coordinator**. Reporting to the Manager, Licensing and Customer Service. This role is key to ensuring the integrity of the Ontario Builder Directory which provides valuable information and history for all registered builders and vendors.

In this role, you will:

- coordinate the maintenance of the builder directory ensuring accuracy, data integrity and consistency;
- work with HCRA IT/IM colleagues to define business requirements, enhancements and testing of builder directory platform;
- work with stakeholders to ensure ongoing provision of information for the builder directory, including liaison on processes, standards, enhancements and testing;
- act as the first point of contact to troubleshoot and triage issues and requests related to the builder directory;
- generate reports and statistics to monitor usage and identify data quality and errors and to inform improvements to the directory;
- provide front-line customer service (by phone or other channels) to support navigation and use of the builder director and other HCRA online systems/portal.

Successful candidates will demonstrate the following:

- ✓ One to three years of progressive on-the-job experience performing similar duties preferably in a regulatory environment.
- ✓ Completion of a postsecondary certificate or diploma (e.g. Computer Science, Database Administration, Information Management) – or a combination of education, training and experience deemed equivalent.
- ✓ Knowledge of databases, data management and technologies and software applications to maintain the builder directory.
- ✓ Good analytical skills to monitor the database performance and evaluate information for input into the database.
- ✓ Good communication and interpersonal skills to effectively work with a variety of internal and external contacts.
- ✓ Strong customer service skills to provide assistance in the navigation and use of the builder directory and other HCRA online systems/portals.
- ✓ Problem-solving skills to troubleshoot issues with the directory and related systems.
- ✓ Strong time management and coordination skills to support requests across the organization.
- ✓ Proven ability to multi-task and manage competing priorities.

How to Apply

To apply, please forward your resume and cover letter to HR Associates (our recruitment partner) at bdc@hrassociates.ca by November 3, 2020. If you have questions, please contact Diana Pisignani at 416-237-1500 x238. For more information about HCRA or to view other career opportunities, please visit www.hcraontario.ca.

HCRA will offer a competitive compensation package including benefits and a defined contribution pension plan.

We thank all external applicants for their interest, however, only those selected for further consideration will be contacted. Accommodation, if required, will be provided throughout the hiring process in accordance with the Human Rights Code.

HCRA IS AN INCLUSIVE EMPLOYER.

