

The Home Construction Regulatory Authority (HCRA) is a private not-for-profit corporation that if designated by the Ministry of Government and Consumer Services, 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.

Licensing and Compliance Coordinator

HCRA is seeking a committed customer service professional who thrives in a fast-paced, high-profile environment to fill the role of **Licensing and Compliance Coordinator**. Reporting to the Manager, Licensing and Customer Service, you will:

- respond to customer service inquiries and complaints from licensees, homebuyers and the public related to licensing and compliance and to requests for general information about HCRA services through multiple channels (e.g. phone, email, mail etc.);
- complete initial reviews of license applications for completeness and follow-up with clients to address missing documentation and information;
- review complaint forms and gather complaint-related information for further review and prioritization by the Customer Service and Complaints Intake Lead;
- receive and process mail and paper applications and provide licensing-related administrative support to the team; and,
- provide administrative support to project teams related to licensing and compliance initiatives, as required.

Successful candidates will demonstrate the following:

- ✓ A minimum of three years of progressive experience in a customer service environment
- ✓ Completion of a postsecondary degree or certificate in communications, business administration (or a related field or combination of equivalent education, training and experience)
- ✓ Knowledge of customer service concepts and the use of customer relationship management (CRM) systems and best practices
- ✓ Strong interpersonal and client service abilities to facilitate interaction with customers
- ✓ Strong organizational and time management skills to efficiently complete initial processing of licensing applications and complaints
- ✓ Strong records management skills to ensure control and access of license applications and of paper and electronic files
- ✓ Sound analytical skills to review applications and complaints for completeness and identify gaps
- ✓ Demonstrated initiative and ability to work independently, and as a member of a team, to assist in researching and resolving licensing issues
- ✓ Proficiency in software applications to prepare documents, maintain records, etc.
- ✓ Knowledge of regulatory licensing and complaints processes and of the new home construction sector would be an asset
- ✓ Bilingualism is considered an asset

How to Apply

To apply, please forward your resume and cover letter to HR Associates (our recruitment partner) at lcc@hrassociates.ca by November 17, 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.

