

*The Home Construction Regulatory Authority (HCRA) is a private not-for-profit corporation that is designated by the Ministry of Government and Consumer Services to be the regulatory authority responsible for overseeing Ontario's new home builders and vendors. To learn more about the HCRA please visit [www.hcraontario.ca](http://www.hcraontario.ca).*

## **Manager, Complaints & Inspections**

The HCRA is seeking a purposeful leader who excels in a fast-paced, high-profile environment to fill the role of **Manager, Complaints and Inspections**. Reporting to the Deputy Registrar, you will:

- Provide leadership, guidance and expertise relating to licensee complaints ensuring effective management, collection and analysis of complaint trends.
- Oversee the initial evaluation, screening, routing and potential resolution outcomes of complaints.
- Manage the operations of the complaint intake and inspection team, identifying complaints related to unethical practice and/or conduct by licensees for closure, informal resolution or escalation and ensure internal compliance relating to licensing requirements.
- Formulate criteria for the screening and routing of complaints.
- Provide oversight ensuring complaints progress in compliance with service standards.
- Act as a specialized complaints expert in evaluation, routing and resolution of complaints and inquiries;
- Address escalated complaint inquiries that are more complex in nature.
- Identify complaints for possible resolution by the HCRA Disciplinary Committee relating to Code of Ethics violations.
- Interacting with complaints database for recording, analysing and producing statistical data.
- Support the development and implementation of procedures to increase efficiency and consistency of complaints process.
- Establish relationships with stakeholders related to compliance processes and standards.
- Examine changes to the legal and regulatory environment, considering proposed changes to regulatory processes and adapt complaints and inspection processes to meet requirements.
- Participate in stakeholder events and collaborate with internal partners to develop educational materials and resources.
- Manage the operations and financial resources of the Complaints and Inspections Unit.
- Manage and direct staff and cross department project teams.

*Successful candidates will demonstrate the following:*

- ✓ A minimum of five (5) years of progressive professional experience related to complaints inspections or investigations in a regulatory environment including experience in leading teams in complaint management.
- ✓ Completion of a university degree in business administration, or related field – or a combination of education, training and experience deemed equivalent.
- ✓ Working knowledge of the *New Home Construction Licensing Act, 2017*, new home construction industry, HCRA policies, related regulations and legislation.
- ✓ Comprehensive knowledge of regulatory and consumer protection mandates and processes with proven experience interpreting regulatory requirements.

- ✓ Familiarity with administrative law tribunals, quasi-judicial proceedings and case management systems.
- ✓ Knowledge of intake processes for receiving, processing and triaging complaints.
- ✓ Experience conducting inspections and gathering evidence supporting legislative outcomes.
- ✓ Thorough knowledge and understanding of the practices and standards relating to program administration, preferably in the areas of inspection and investigation aspects of compliance.
- ✓ Demonstrated problem-solving, dispute resolution and negotiation skills to address complaints in the best interest of consumer protection.
- ✓ Proficient at establishing complaints procedures and managing regulatory processes.
- ✓ Effective risk management skills to prioritize and multi-task in a fast-paced environment.
- ✓ Project management skills to provide direction on complaints and inspection initiatives.
- ✓ Demonstrated relationship management skills to develop and maintain effective and co-operative working relationships with industry stakeholders and complainants.
- ✓ Demonstrated resilience, tact and diplomacy to communicate on sensitive matters in a respectful and culturally appropriate manner.
- ✓ Excellent organizational and communication skills, with attention to detail and accuracy.
- ✓ Ability to work in a team environment and the ability to work autonomously to make decisions regarding complaints.
- ✓ Proven strategic thinking and service-focused operational leadership to translate and communicate HCRA strategic direction and lead a team to achieve organizational goals.
- ✓ Political acuity to recognize and respond in a timely manner to issues which may have an impact for the CEO/Registrar, internal departments or consumers.
- ✓ Effective facilitation, negotiation and conflict resolution abilities to develop optimal solutions that meet the needs of the organization.

#### How to Apply

To apply, please forward your resume and cover letter to HR Associates (our recruitment partner) at [hcra-mci@hrassociates.ca](mailto:hcra-mci@hrassociates.ca) by January 31<sup>st</sup>, 2022. If you have questions, please contact Luciana Da Silva at 416-237-1500 ext. 266. For more information about HCRA or to view other career opportunities, please visit [www.hcraontario.ca](http://www.hcraontario.ca).

HCRA will offer a competitive compensation package including benefits and a defined contribution pension plan. A *Criminal Reference Check* will be required for the successful candidate.

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 *Ontario Human Rights Code*.

HCRA IS AN INCLUSIVE EMPLOYER.

