

The Home Construction Regulatory Authority (HCRA) is a private not-for-profit corporation designated by the Government of Ontario, that is the regulatory authority responsible for licensing of Ontario's new home builders and vendors. HCRA fosters 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.

Customer Service Coordinator

HCRA is seeking knowledgeable and customer-focused professionals to fill the role of **Customer Service Coordinator**. You will be responding to customer service inquiries via multiple channels while reviewing pertinent documents. Reporting to the Manager, Customer Service, you will:

- Respond to customer service inquiries from the public related to licensing and complaints and requests for general information about HCRA services through multiple channels (e.g. phone, email, mail etc.) using customer relationship management (CRM) tools.
- Complete initial review of license applications for completeness; follows-up with clients to address missing documentation and information related to licensing applications.
- Review on-line complaints forms and gathers complaint related information by phone or email ensuring all appropriate information is recorded.
- Receive and process mail, paper applications and provides other licensing related administrative support to the team.
- Assist with the resolution of licensing issues as they arise through research and review of files, as needed.
- Maintain licensing and complaint files and record (electronic or paper) in line with records management standards and processes.
- Provide administrative support to project teams related to licensing and compliance initiatives, as required.

Successful candidates will demonstrate the following:

- ✓ Completion of a postsecondary degree or certificate (e.g. Communications, Business Administration or a related discipline – or a combination of education, training and experience deemed equivalent).
- ✓ Strong interpersonal and client service abilities to facilitate interaction with customers and the public in order to quickly and effectively respond to inquiries and requests related to license applications and renewals and complaints.
- ✓ Sound judgement to make administrative decisions on completeness of license applications and complaint forms, following up, where necessary; determining actionable items; determine appropriate approach, etc.
- ✓ Strong organizational and time management skills to effectively and 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.
- ✓ Ability to work independently to pro-actively provide licensing administrative and coordination support and to assist in researching and resolving licensing issues, as needed.
- ✓ Ability to multi-task and manage competing priorities in a fast-paced environment.

HOW TO APPLY: Contact Jocelyn Valentini (jocelyn.valentini@hcraontario.ca) with a copy of your resume to express your interest by **May 27th, 2022** or with any questions you may have.

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

Accommodation, if required, will be provided throughout the hiring process in accordance with the *Ontario Human Rights Code*.

HCRA IS AN INCLUSIVE EMPLOYER.

