

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 licensing of Ontario's new home builders and vendors. The HCRA's goal is 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 the HCRA please visit www.hcraontario.ca.

Senior Compliance Officer

The HCRA is seeking a motivated professional who thrives in a fast-paced, high-profile environment to fill the role of **Senior Compliance Officer**. Reporting to the Manager, Compliance and Complaints, you will:

- Conduct timely reviews of complaints and manage complaint files to assess and recommend options to support compliance with the *New Home Construction Licensing Act, 2017* for action and/or escalation.
- Conduct inspections and investigations throughout Ontario, to gather information to support compliance with a focus on more complex and high-risk files, including targeting illegal building activity.
- Support the development, implementation and enhancement of compliance programs and operational processes to protect consumers in Ontario's new home building sector.
- Prepare relevant background information for compliance actions (e.g. prosecutions, discipline, administrative penalties, false advertising orders, etc.).
- Implement modern regulatory compliance initiatives, including proactive and risk-informed investigations and inspections and focused campaigns to proactively engage with licensees with the desired outcome of preventing/reducing violations of the *New Home Construction Licensing Act, 2017* and target illegal building activity.
- Provide direction and advice to Compliance Officers on compliance, investigation and inspection processes and tools and respond to escalated enquiries and issues about compliance, investigation and inspection processes and initiatives.
- Identify and recommend leading practices, processes, tools and approaches for compliance, investigation, and inspection activities.
- Prepare evidence for disclosure, attend trials and hearings, provide testimony and evidence.
- Identify improvement opportunities and undertake projects to drive continuous improvement.

Successful candidates will demonstrate the following:

- ✓ A minimum of five years of progressively responsible related experience in a regulatory and compliance environment.
- ✓ Completion of a postsecondary degree in related areas such as law– or a combination of education, training and experience deemed equivalent.
- ✓ Ability to administer Provincial Offences Act, or ability to obtain designation
- ✓ Previous experience with Provincial court matters and processes.
- ✓ Demonstrated knowledge of specialized investigative techniques and procedures, including proven experience conducting investigations by gathering and interpreting evidence and making recommendations for prosecutions.

- ✓ Ability to interpret and apply legislation, policies and other information sources for the purposes of promoting compliance.
- ✓ Knowledge of the *New Home Construction Licensing Act, 2017* and related regulations such as Ontario Building Code Regulation under the *Building Code Act, 1992.*, *Criminal Code, Canada Evidence Act, Ontario New Home Warranties Plan Act* and *Provincial Offences Act* is an asset.
- ✓ Analytical, research, problem-solving, dispute resolution and negotiation skills to address and manage complaints process and address diverse and complex compliance issues.
- ✓ Effective risk management/ assessment skills to review and assess complaint files including interpreting data and assessing future compliance actions.
- ✓ Proven ability to be self-motivated, agile, work independently, with strong self-discipline and organizational skills.
- ✓ Computer skills and good knowledge of and proficiency with applicable software programs to maintain case files.
- ✓ Political acuity to recognize and respond to non-compliance issues which may have an impact for the organization.
- ✓ Access to high-speed internet and home office is required.
- ✓ A valid class "G" driver license is required to conduct onsite enquiries throughout Ontario.

The HCRA's head office is located at 40 Sheppard Avenue West, Toronto Ontario. The role of the Senior Compliance Officer will require onsite visits throughout Ontario. We welcome and encourage applicants both within and outside the GTA in order to serve members of various communities across Ontario.

How to Apply

To apply, please forward your resume and cover letter to HR Associates (our recruitment partner) at hcra-compliance@hrassociates.ca by September 22nd, 2022. If you have questions, please contact Luciana Da Silva at 416-237-1500 x266. 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 *Ontario Human Rights Code*.

HCRA IS AN INCLUSIVE EMPLOYER.

