



**Home
Construction
Regulatory
Authority**

The Home Construction Regulatory Authority (HCRA) regulates Ontario's new home builders and vendors under the *New Home Construction Licensing Act, 2017* (NHCLA), mandated to promote and protect the public interest. Our mission is to be a fair, effective, and proactive regulator of home builders and vendors that ensures a positive consumer experience. To learn more, please visit www.hcraontario.ca

Senior Complaints and Resolutions Specialist

HCRA is seeking an analytical and self-directed **Senior Complaints and Resolutions Specialist** to provide guidance and recommendations on decision-making regarding complaint files. Reporting to the Manager, Complaints and Inspections, you will:

- Have carriage of high-risk and complex complaint files and be responsible for all aspects of moving files forward, including but not limited to developing plans for the complaint, obtaining evidence and information, critically analyzing documentation and making recommendations to the Registrar regarding regulatory actions in response to your findings.
- Provide support and recommendations to the Manager, Complaints and Inspections with respect to complaint outcomes.
- Act as a mentor to Complaint and Resolution Specialists by working collaboratively and providing guidance on complaint files.
- Maintain electronic complaint files ensuring the proper storage of information and aid legal counsel to support complaint outcomes.

Successful candidates will demonstrate the following:

- ✓ Demonstrated and proven progressively responsible related experience in a legislated / regulatory and complaints environment.
- ✓ Postsecondary degree or diploma in a related field such as Psychology, Sociology, Law, Criminology or a related discipline or equivalent combination of education and experience.
- ✓ Advanced analytical, risk assessment, drafting and case management skills.
- ✓ Strong records management skills to ensure quality control and confidentiality of a range of paper and electronic files.
- ✓ Familiarity with or ability to learn related legislation such as 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* and *Provincial Offences Act, Ontario New Home Warranties Plan Act*.
- ✓ Excellent computer skills and good knowledge of and proficiency with applicable software programs to maintain case files.

HOW TO APPLY: Click on the following link: [APPLY NOW](#) by **July 22nd, 2022**. We thank all applicants for their interest, however, only those selected for further consideration will be contacted. If you have questions, you can also contact Mirjana Nevajdic at 416-237-1500 x.236 or mirjana.nevajdic@hra.on.ca. For more information about HCRA or to view other career opportunities, please visit www.hcraontario.ca.

HCRA offers 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.