

**Position:** Account Coordinator  
**Location:** Toronto  
**Status:** Full-time, One-Year Contract with possibility of extension/Permanent Status  
**Start Date:** On or about April 23, 2018  
**Salary:** Commensurate with level of experience

*The Retirement Homes Regulatory Authority (RHRA) is a newly created organization with the mandate to license and inspect Ontario's more than 700 retirement homes where 40,000 seniors live. The RHRA will be an agent for positive change by working with the retirement homes sector to ensure the safety and well-being of our aging population.*

*The RHRA will enforce the Retirement Homes Act, 2010, which involves licensing homes, educating licensees, consumers and the public about the standards regulating retirement homes. The RHRA's guiding principle is that a retirement home should be a place where residents live with dignity, respect, privacy and autonomy, in security, safety and comfort and can make informed choices about their care options.*

**The RHRA is seeking candidates for the role of Account Coordinator.**

Responsible for owning, establishing and maintaining relationships with assigned retirement home administrators, the incumbent will engender trust with this stakeholder and ensure that all license activities are executed with efficacy, through excellent client service delivery, communication, information upkeep and file maintenance.

**The successful candidate will:**

- Act as the main point of contact for the RHRA and assigned retirement home operators.
- Receive new license applications, evaluate each application for completeness, and follow-up with applicants to request and gather missing information.
- Prepare summary documents relating to license applications to assist in the determination of appropriate action on the application.
- Maintain efficient paper and electronic files for each assigned account, updating files with all application/licensee information and activity.
- Work in partnership with cross-functional RHRA teams to identify and resolve any gaps in service provision.
- Seek out ways to improve processes and practices that impact RHRA's effectiveness in administering the Act.
- Support colleagues on the Licensing and Compliance team with other customer service responsibilities as assigned.

**Minimum Qualifications:**

- Bachelor's degree (or equivalent of education and experience).
- 2 years' experience in program management, case management or similar discipline.

**Required Competencies:**

- Solid understanding or ability to quickly learn the Act and its regulations.
- Proven customer service experience is essential along with attentive listening skills to build rapport with clients and manage challenging people scenarios.
- Proven interpersonal skills with the ability to influence others and work well within a cross-functional team.
- Sound initiative, problem-solving skills and judgment to identify risk and compliance issues – filtering what is relevant and appropriately determining when an issue can be resolved locally, and what needs to be escalated.
- Strong verbal and written communication skills to interact effectively with all contacts and to prepare reports.
- Accuracy and attention to detail in maintaining documentation files to ensure a central, easily-retrievable and complete record of the organization's interaction with each applicant/licensee.
- Ability to maintain objectivity and confidentiality in handling sensitive information.
- Bilingualism, French and English, written and spoken is a significant asset to communicate with applicants/licensee province-wide.
- Strong computer proficiency utilizing Microsoft Office productivity tools, coupled with the capacity to quickly understand and use specialized case management software.

**Other Requirements:** Satisfactory Professional and Criminal Reference Checks.

***Interested candidates may submit their application and resume to [careers@rhra.ca](mailto:careers@rhra.ca) by March 23, 2018***

*The RHRA offers a great working environment, learning and development opportunities, work-life balance and, a competitive compensation package. We thank all applicants. However, only those under consideration will be contacted.*

*The RHRA has a diverse workforce and is an equal opportunity employer. We welcome and encourage applications from people with disabilities and, accommodations are available on request for candidates taking part in all aspects of the selection process.*