

Compliance Investigator

Are you a seasoned professional in the insurance industry who is well-versed in the intricacies of the *Alberta Insurance Act* and regulatory frameworks? Are you driven by a commitment to upholding ethical business practices and maintaining the highest standards of integrity?

If you have insurance sector experience and are considering a career pivot towards regulatory compliance, the Alberta Insurance Council (AIC) has an exciting opportunity tailored just for you.

Our Compliance team's primary objective is to ensure compliance with all insurance legislation to ensure the public is protected. Reporting to the Registrar, the Compliance Investigator is responsible for:

- Conducting agency and individual audits to constructively assist agencies and individuals in complying with the legislation;
- Investigating complaints to determine if there have been any violations of the legislation and to prepare reports for submission to the industry councils;
- Working with the Superintendent of Insurance, law enforcement agencies, financial institutions, and industry associations to coordinate efforts where mutual concerns exist with individuals.

At the AIC, we understand the value of your expertise and believe that your extensive background in the insurance industry positions you as an ideal asset to our team. As we expand our compliance landscape, we are actively seeking an individual with your unique blend of industry insight and regulatory knowledge to join us as a Compliance Investigator. This role is designed for professionals like yourself, as it allows you to channel your expertise into ensuring regulatory adherence and ethical conduct within our organization.

We seek a dedicated and detail-oriented individual to join the Alberta Insurance Council (AIC) as a Compliance Investigator. Investigative training or experience is an asset, but not required; the AIC will provide investigative training.

Reports to: Registrar

Location: Calgary

Duties

Investigate

- Investigate potential Insurance Act and Regulations breaches, gathering relevant facts thoroughly, fairly, and objectively.
- Conduct interviews with relevant parties, including situations involving uncooperative individuals.
- Gather, analyze, and document information and findings in the electronic management system.
- Interpret legislation and understand the elements required to establish a breach.
- Ensure compliance with legislative requirements throughout the investigative process and follow company policies and procedures.
- Handle and protect confidential and sensitive information with the utmost discretion.
- Handle situations involving a high degree of conflict, including in-person interviews.
- Perform audits to assist agencies and individuals in complying with legislative requirements.
- Participate in education and other breach prevention initiatives to increase industry compliance.

Report & Letter Writing

Compliance Investigator

- Prepare formal requests for information, legal demands, and closing letters.
- Compile impartial and objective investigation reports to facilitate written hearings.
- Negotiate consent agreements for review by industry councils.
- Identify and present appropriate aggravating and mitigating factors, and make sanction recommendations to industry councils.

Communicating Investigative Findings & Information

- Facilitate and testify at hearings, including presenting findings for consideration by industry councils.
- Educate relevant parties on the investigative and AIC's role.
- Review and analyze findings with the Investigations team and the Registrar.
- Discuss process and outcomes with relevant external parties.

Perform all other duties assigned by an Executive to support AIC in achieving its objectives.

Education and Experience

- Post-secondary diploma, certificate or equivalent from an accredited college or university.
- Deep understanding of insurance agency practices and its governing legislation.
- Substantial experience working in the insurance industry, preferably in senior roles in compliance or regulatory affairs.
- Investigative training and experience are an asset.

Attributes & Skills

- Service-oriented, able to work effectively with leadership, colleagues, and stakeholders.
- Excellent, clear, and tactful communication skills with all parties they interact with, both verbally and in writing.
- Professional with a common-sense approach to situations and the people you interact with, able to handle situations involving a high degree of conflict, including conducting interviews and managing disputes.
- Interpret and apply legislative requirements from the *Alberta Insurance Act* and relevant regulatory frameworks.
- Document findings systematically and maintain confidentiality in electronic case management systems.
- Capable of working both independently and collaboratively within a cohesive team, adapting seamlessly to the demands of the investigative process.
- Exhibits excellent problem-solving, judgment, analytical, and research skills essential for navigating complex compliance investigations to draw crucial insights.
- Conflict resolution skills; resilient and able to handle and de-escalate demanding situations which can take time to resolve.
- High attention to detail, ensuring precise information is captured.
- Listening and summarizing high volumes of information, presenting findings in a format that is easy to understand.
- Makes autonomous, proactive, and effective decisions; applies common sense to situations and knows when to seek assistance.
- High regard for confidentiality and maintaining privacy; upholds a strong sense of integrity and professionalism integral to maintaining the highest ethical standards in compliance investigations.
- Maintains current knowledge and application of legislative and Council policies, procedures, ethics, and professional responsibility.

Compliance Investigator

- Effective time management and organization skills, with a demonstrated ability to set priorities and meet deadlines.
- Works effectively with little or no supervision and frequent interruptions.
- Experienced with Office Suite, internet, and external company portals.

Working Environment

- Office environment with extended sitting & computer use.
- May work irregular hours on an occasional basis.
- Regular travel throughout Alberta.
- Potential high-stress situations.

Please apply with your resume to: careers@abcouncil.ab.ca

Attention: Gill Knuckey (she/her)