

AIC is hiring!

Education Manager

The AIC (<https://www.abccouncil.ab.ca/>) is responsible for the second largest insurance jurisdiction in Canada, supporting more than 42,000 licensees and issuing over 80,000 licenses. Reporting to the Head of Licensing & Education, the Education Manager will be responsible for overseeing day-to-day education operations, resolving complex education matters, guiding policy and program implementation, and contributing to operational improvements.

We are seeking an Education Manager with experience in government, regulatory, or professional certification environments. The ideal candidate understands procedural fairness, regulatory compliance, and the importance of maintaining high standards in education, assessment, and accreditation. They have a demonstrated ability to interpret legislation and regulatory frameworks and translate them into effective education policies, operational procedures, and quality assurance practices.

This is an office-based position located in Edmonton or Calgary.

The team

The Education team is responsible for managing all education, examination, and accreditation activities that support the licensing and continuing education of insurance professionals in Alberta. The team ensures education programs meet regulatory standards, supports the fair administration of examinations, and evaluates the quality and compliance of accredited course providers. Through this work, the team plays a vital role in upholding professional standards and protecting consumers.



The role

AIC is seeking a collaborative and detail-oriented Education Manager who will foster a culture of quality, consistency, and continuous improvement, while effectively liaising with internal teams, education providers, and stakeholders. They are passionate about regulatory compliance, upholding education standards, and contributing to AIC's operational excellence.

- Supervise and coordinate the day-to-day activities of the Education team to ensure timely and accurate delivery of education, examination, and accreditation processes.
- Overseeing the quality, accuracy, and timeliness of education processes and team outputs.
- Providing technical guidance, mentorship, and training to team members.
- Adjudicating complex or escalated education matters and stakeholder inquiries.
- Act as a key point of contact for escalated education, exam, or accreditation inquiries from licensees, providers, and stakeholders.
- Lead continuing education accreditation and monitor program compliance.
- Collaborate with vendors and subject matter experts on examination development and psychometric analysis.
- Maintain accurate documentation and contribute to operational reports.
- Lead the development and implementation of education-related policies, procedures, and communications.
- Represent the Education team in internal working groups and external consultations.

The requirements

Qualifications & experience

- Minimum 7 years of progressive experience in regulatory education, certification, professional development, or a related public service field, with at least 2 years in a supervisory role.
- Bachelor's degree in education, public administration, business, or a related discipline.
- Experience with examination administration, instructional design, or adult learning principles is an asset.
- Certification in project or change management (e.g., PMP, PROSCI) or quality assurance is considered an asset.
- Possession of a Management or Supervisory Certificate OR completion of coursework in management, supervision, or a closely related field is an asset.
- Combination of education and experience will be considered



Skills

- Proven ability to supervise and coach staff, providing feedback and direction to support performance and professional development.
- Proven ability to build and maintain productive relationships and collaborate with stakeholders.
- Experience supporting or leading change management initiatives.
- Strong working knowledge of the Insurance Act, relevant regulations, and education standards.
- Strong understanding of adult education, regulatory compliance, and policy implementation.
- Excellent analytical, problem-solving and decision-making skills.
- Familiarity with learning management systems, examination platforms, and accreditation frameworks.
- Solid understanding of privacy legislation and best practices.
- Strong written communication and stakeholder engagement skills.
- Proficiency in Microsoft Office and online portals.

What we offer

We offer a collaborative and enjoyable work environment and a chance to make a difference in the lives of Albertans. Experience the exceptional benefits of working with us, including:


- Comprehensive benefits package, including health and dental.
- Generous health and wellness spending account.
- Secure your future with up to 7% RRSP employer matching.
- Generous vacation time, starting at three weeks plus December closure.
- Possibility for hybrid work with three anchor office days.
- Additional employee discounts and perks available.
- Eligibility based on employment status.

How to apply

This is a unique opportunity to shape education practices that support fair licensing, informed regulation, and ongoing professional competence. If the role is a fit, please apply to join the AIC and help us make an impact protecting Albertan insurance consumers:

[Apply here](#)

This competition will remain open until August 7, 2025.



AIC thanks all candidates for their interest. We value the time and efforts candidates put into their application and we commit to responding to all candidates and letting know the status of their application.

AIC is committed to promoting equity and diversity, and to creating a work environment that is respectful, inclusive, and free from barriers.