

AIC is hiring!

Registration 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 Registration Manager will be responsible for overseeing day-to-day licensing operations, resolving complex licensing matters, guiding policy and program implementation, and contributing to operational improvements.

We seek a manager with experience in government or regulatory settings, who possesses an understanding of procedural fairness and compliance, and has the ability to translate legislation into actionable policy. This individual has worked closely with regulations and legislation and can apply them to operational functions.

This is an office-based position located in Edmonton.

The team

The AIC Licensing team is responsible for overseeing and managing the process of reviewing applications, providing guidance, granting, renewing, and revoking licenses for individuals or organizations within the insurance industry. The team plays a critical role in protecting consumers by ensuring that only qualified and compliant entities and individuals are authorized to offer insurance services in Alberta.

The role

AIC is looking for a manager who fosters a culture of collaboration, service excellence, and continuous improvement while serving as a liaison between the Licensing team and other internal and external stakeholders. They are passionate about regulatory compliance, upholding licensing standards, fostering effective stakeholder relationships and contributing to AIC's operational excellence.

- Supervise and coordinate the daily work of the Licensing team to ensure timely, accurate processing of all licensing applications, renewals, transfers, and terminations.
- Provide training, mentorship, and technical guidance to new and existing team members.
- Maintain data accuracy and reporting integrity in licensing systems; contribute to regular operational reporting and analysis.
- Identify and address performance issues, risks, or compliance concerns; escalating to the Head of Licensing & Education as appropriate.
- Represent AIC's interests and gather input at external consultations, forums, and policy discussions.
- Address stakeholder concerns or escalations promptly and professionally with a solution-oriented mindset.
- Lead the development, review and implementation of licensing policies, processes, and procedures.
- Prepare and review reports on license suspensions and revocations.

The requirements

Qualifications & experience

- At least seven years' progressive experience in a regulatory, licensing or public service environment, with two or more of those in a supervisory position.
- Demonstrated supervisory experience overseeing an operational area.
- Bachelor's degree in business, public administration, legal studies, or a related field.
- Certification in project management (e.g., PMP, CAPM) or change management (e.g., PROSCI) is an asset.
- Courses or training in quality assurance or regulatory policy are 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 licensing standards.

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- Experience in applying and interpreting legislation and regulations on complex matters.
 - Advanced analytical and problem-solving skills
 - Skilled in investigative thinking.
 - Solid understanding of privacy legislation and best practices.
 - Strong written communication 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 20, 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.