

INVESTIGATOR – COMPLIANCE & INVESTIGATIONS

The Alberta Insurance Council (AIC) is responsible for the second-largest insurance jurisdiction in Canada, supporting over 42,000 licensees and issuing more than 80,000 licenses annually. We are committed to regulatory excellence, public protection, and fostering a culture of compliance across Alberta's insurance industry.

Reporting to the Head of Compliance & Investigations, the Investigator plays a critical role in assessing complaints, conducting impartial investigations, and supporting enforcement actions under Alberta's Insurance Act and related regulations. This role also contributes to proactive compliance strategies, stakeholder education, and continuous improvement of departmental processes.

THE IDEAL CANDIDATE

We're seeking a detail-oriented professional with a strong sense of fairness and integrity, who thrives in a regulatory environment and is passionate about public protection. You'll be comfortable managing complex investigations, interpreting legislation, and communicating with stakeholders in a clear and professional manner. You bring a collaborative mindset, strong analytical skills, and a commitment to continuous learning.

KEY RESPONSIBILITIES

- Review inquiries and complaints, assess jurisdiction, and request supporting documentation.
- Maintain the complaint tracking system.
- Prioritize cases using a risk-informed approach to determine investigative urgency.
- Conduct impartial investigations into alleged violations of the Insurance Act.
- Collect and manage evidence, conduct interviews, and document findings.
- Prepare Reports to Council with recommendations for substantiated violations.
- Use data mining tools to identify trends and emerging risks.
- Generate dashboards and reports using tools like Power BI.
- Develop and deliver educational materials, webinars, and presentations.
- Contribute to policy and supervision framework development and process improvements.
- Support onboarding of new team members and cross-departmental initiatives.

SUCCESS MEASURES

- Investigations are impartial, well-documented, meet procedural fairness requirements, and are completed in a timely manner.
- Reports to Council and case recommendations are clear, evidence-based and legally sound.
- Data-driven insights support proactive supervision and risk mitigation.
- Case tracking and reporting are accurate and up to date.
- Contributes to stakeholder understanding of compliance obligations through education and outreach.
- Supports continuous improvement of investigative processes and departmental procedures.

REQUIREMENTS

Qualifications & Experience

- Bachelor's degree in law, criminology, public policy, regulatory affairs, or a related field.
- Certifications such as CFE, CIA, CIP, CAIB, CPA, or Tribunal Administrative Justice are assets.
- Minimum 5 years in investigations, complaint handling, audit, or regulatory compliance.
- Experience in the insurance industry or with regulatory bodies is preferred.
- Strong understanding of legislation and regulatory frameworks.
- Conflict management training is an asset.

Skills & Competencies

- Skilled in investigative techniques, evidence handling, and report writing.
- High attention to detail and strong analytical, research, and problem-solving abilities.
- Skilled in compliance and investigative thinking—gathering, analyzing, and interpreting information to support regulatory decisions or escalate as appropriate.
- Proficient in Microsoft Office Suite, CRM systems, and reporting tools (Excel, Power BI, Tableau).
- Excellent verbal and written communication skills.
- Strong interpersonal and conflict resolution skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Upholds confidentiality, integrity, and professionalism in all interactions.

Employment is conditional on a clear criminal record check, covered by AIC.

WHAT WE OFFER

- 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 up to two hybrid work days per week once probation is completed.
- Additional employee discounts and perks available.

Eligibility based on employment status.

HOW TO APPLY

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 **February 16, 2006**.

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.