

The AIC (<https://www.abcouncil.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 Licensing Manager, the Registration Officer is responsible for reviewing and issuing license applications.

THE IDEAL CANDIDATE

We are looking for a new team member who is focused on administrative excellence, interested in upholding regulatory and licensing standards, and thrives in a service-oriented environment. They will be comfortable offering appropriate guidance to licensees on licensing applications and continuing education requirements, in accordance with the *Insurance Act* legislation.

THE ROLE

- Oversee the complete licensing process, ensuring applicants meet all requirements, handling renewals, transfers, and terminations while maintaining detailed and accurate records.
- Serve as the main point of contact for licensing inquiries, offering guidance on application requirements and continuing education standards.
- Uphold strict confidentiality standards when handling stakeholder information.
- Collaborate with team members and the Licensing Manager to meet team goals, troubleshoot challenges, provide feedback on process improvements, and assist in onboarding new team members.
- Work collaboratively with all departments at the AIC to achieve common goals.
- Assist in system testing for new CRM licensing features and participate in system development discussions to enhance efficiency.

THE REQUIREMENTS

Qualifications & Experience

- A diploma in business administration, legal studies, compliance, insurance, or a related field.
- At least 5 years in a senior administrative role in a professional organization.
- Experience of working with regulatory processes and requirements, and insurance industry standards is an asset.
- Experienced with Office Suite, internet, external company portals and using Customer Relationship Management (CRM) tools.

Skills

- Service-oriented, able to work effectively with clients, examiners, licensing bodies and colleagues.
- High attention to detail for thorough and error-free application processing and records management.
- Accurately retain, interpret, and apply regulatory principles, objectives, directives, organization policies, and legal requirements.
- Review applications and identify potential eligibility issues or conflicts of interest.
- Understanding of compliance standards, including security clearances, Errors and Omissions (E&O) insurance, and Continuing Education (CE) requirements.
- Familiar with privacy laws and regulations, responsibly handling sensitive information.
- Strong oral and written communication skills to provide customer support on compliance and licensing matters.
- Proficient in MS Office Suite (Excel, Word, Outlook, and PowerPoint) for data management, reporting, and communication.
- Ability to organize work, set objectives and priorities, manage time effectively, and achieve established work goals,
- Experience navigating online portals, databases, and regulatory software, as well as Customer Relationship Management (CRM) systems is an asset.
- Employment is conditional on a clear criminal record check at the cost of AIC.

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 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 13, 2026**.

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.