



Compliance Investigator

Welcome to the Alberta Insurance Council. We protect Alberta insurance consumers.

The Alberta Insurance Council (AIC), in collaboration with Alberta Treasury Board and Finance (ATBF), works to protect Alberta insurance consumers and ensure that independent insurance adjusters and insurance agents operate at the highest standard through licensing and regulation, with the ATBF overseeing insurance companies and their employees.

The AIC is the financial and governance arm of all Alberta insurance councils that include the Insurance Adjusters Council, the General Insurance Council, and the Life Insurance Council. Additionally, AIC provides investigative and administrative services to the councils, as well as administrative services to the Continuing Education Accreditation Committee.

The councils are formed under the [Insurance Act](#) and derive their authority from [delegations](#) from the Minister of the Alberta Treasury Board and Finance.

Get to know the [AIC](#).

The Opportunity: Compliance Investigator

Reporting to the Director of Compliance, the Compliance Investigator's responsibility is to investigate complaints submitted by consumers, agents, adjusters, insurance companies, as well as the police and other regulatory bodies to determine if there have been any violations of the *Insurance Act* or *Regulations* made under the *Insurance Act*. All complaints must be reviewed objectively and free from external influences.

Responsibilities:

- Analyze information and documentation received from various sources to assess allegations of misconduct and determine compliance with the legislation.
- Interview various parties via written correspondence, phone, and/or in person as is appropriate to the circumstances.
- Document findings with clarity and completeness.
- Prepare and deliver documentary evidence in the form of a formal report for consideration by the industry Councils and, ultimately, for adjudication and publication.

- Respond to industry and public inquiries about various insurance-related issues.
- May be required to conduct onsite reviews to provide education and recommendations to strengthen regulatory and compliance regimes within stakeholder groups.
- Testify in a court-like setting as it relates to investigations and findings.
- Conduct audits of mandatory requirements such as continuing education, errors and omissions insurance.
- Maintain current market knowledge to recommend proactive approaches to industry trends or concerns.
- Handle special projects as assigned by senior management, such as Document Retention and Destruction protocols, etc.

Education and Experience:

- Undergraduate degree and/or post-secondary education in a relevant field;
- Legal, compliance, and/or regulation experience is preferred;
- Experience in the financial services industry would be considered an asset;
- Experience in the general and/or life insurance field would be considered an asset;
- knowledge of the *Insurance Act* and Regulations.

Attributes and Skills:

- Curious, resourceful, and detail oriented;
- Proven decision-making ability and sound judgment;
- Excellent verbal and written communication skills;
- Organized and able to manage multiple conflicting priorities;
- Strong presentation and public speaking ability;
- Independent and motivated;
- Results-oriented;
- Strong computer skills, including use of Microsoft Office and Adobe.

The successful candidate will be located in the Calgary office of the AIC. Some travel within Alberta is required. The AIC offers a competitive benefits package and compensation will be commensurate with years of experience, education, and complementary skills.

Interested and qualified applicants should send their CV to careers@abcouncil.ab.ca. We thank all applicants for their interest. However, only those applicants considered for an interview will be contacted.