

SENIOR DIRECTOR COMPLIANCE & INVESTIGATIONS



The Alberta Insurance Council 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 CEO, the Senior Director Compliance & Investigations fills a key role at AIC, providing strategic oversight to AIC's compliance and audit functions, and to the Insurance industry.

We seek a seasoned leader with extensive experience in government or regulatory settings to both develop and operationalize regulatory frameworks that protect the public interest and uphold industry integrity. In addition to leading the compliance team, the Senior Director, Compliance & Investigations will be actively involved in building and implementing regulatory strategies, investigation, complaint and audit policies and processes to ensure industry compliance with legislation and standards.

The Senior Director, Compliance & Investigations possesses a strong understanding of procedural fairness, risk management, and compliance oversight, and have the ability to translate complex legislation into actionable programs. As a critical thinker, they will not only guide the team but also take an active role in applying regulations and legislation to daily operational functions. The role also involves establishing key performance indicators (KPIs), workflows, and service level agreements to maintain accountability and excellence in regulatory oversight.

The ideal candidate:

- holds a bachelor's degree in law, regulation, or public policy, with a master's degree being an asset;
- is skilled in building teams and implementing strategies, policies and processes;
- is a values-driven leader and thrives in leading operational teams;
- has exceptional communication and negotiation skills; and
- is adept at managing diverse teams and ensuring operational excellence across the compliance and audit functions.

If you're ready for a new challenge that prioritizes leading with integrity and fostering a culture of collaboration and continuous improvement, we invite you to apply and join us in shaping the future of insurance industry compliance, education and auditing.

This is a Calgary-based position. AIC is open to Canada-wide applications from individuals who are open to relocation.

THE TEAM

This person leads and is directly involved in Compliance department activities.

The AIC Compliance team's primary objective is to ensure industry compliance with insurance legislation, regulation, and develop policies and practices to protect the public. They are primarily responsible for investigating complaints submitted by consumers, as well as law enforcement and other regulatory bodies, and auditing organizations to determine if insurance agents, agencies, and independent adjusters' have committed any violations of the *Insurance Act* or the Regulations made under the *Insurance Act*. The team plays a critical role in protecting consumers by educating the

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industry and ensuring that only qualified and compliant entities and individuals are authorized to offer insurance services in Alberta.

WHAT WE OFFER

- The salary for this position is between \$150,000 and \$190,000, depending on education and experience.
- Comprehensive benefits package, including health and dental.
- An above market health and wellness spending account.
- Generous RRSP employer matching.
- Professional growth and development opportunities.
- Supplemented vacation and leave entitlements.
- Paid parking.
- Hybrid work environment with three anchor office days, once probation is completed.

THE ROLE

AIC is looking to add a values-based senior leader who is passionate about regulatory compliance and auditing, upholding industry standards, providing continuing education for individuals and the industry, fostering effective internal and external stakeholder relationships, and contributing to AIC's strategic objectives.

Values-Based Leadership:

- Build a collaborative, innovative, and engaged team to maximize productivity and staff engagement.
- Provide coaching, mentoring, and performance management to the compliance team.

Regulatory and Operational Excellence:

- Develop, review, and refine compliance policies, processes, and procedures to ensure operational excellence and regulatory adherence.
- Lead AIC's industry complaint intake, investigations, and disciplinary processes, ensuring compliance with procedural fairness and regulatory guidelines.
- Oversee the ongoing modernization of compliance and audit systems, working with the IT team to implement technology solutions that enhance efficiency and reporting capabilities.
- Ensure timely and accurate compliance reporting to senior leadership, the Councils, and regulatory bodies, maintaining transparency and accountability.

Strategic and Operational Planning:

- Develop and execute long-term compliance strategies and operational plans that align with overall business objectives,
- Contribute to organizational oversight and strategy as a senior leadership team member.
- Manage departmental budgets, including staffing and project costs, ensuring alignment with procurement policies and financial management.

Effective Stakeholder Relations and Communications:

- Build and maintain strong relationships with industry stakeholders and government officials.
- Collaborate with governing bodies at provincial and national levels.

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- Serve as a senior advisor on compliance and audit matters to various stakeholders, addressing concerns and proactively implementing effective solutions.
- Oversee the development and approval of regulatory communications.

Reporting

- Review, approve, and present Reports to Council, providing the findings, recommendations, and other relevant information to support the Council's decision-making process.
- Maintain accurate records and provide updates on compliance-related actions.
- Track and report on the quality and timeliness of service delivery within the compliance team, ensuring alignment with established KPIs and service level agreements.
- Present updates on team performance, key achievements, and areas for improvement.

THE REQUIREMENTS

Qualifications & Experience

- Bachelor's degree in law, regulation, public policy, or equivalent.
- Minimum 10 years of senior experience in a government (program policy, legislation, regulation development) or regulatory setting.
- Strong background in auditing and/or CPA (CA) is an asset.
- Extensive leadership and management experience, with demonstrated proficiency in an operational area developing staff and facilitating effective workflows.

Skills

- Proven ability to provide high-level regulatory oversight by ensuring the organization's operations align with applicable laws, regulations, and industry standards.
- Expertise in recruiting, training, and developing a cohesive team to foster a collaborative and productive work environment.
- Proven ability to structure departments, defining goals, roles, and responsibilities that align with the organization's strategic objectives.
- Skilled in monitoring compliance activities, guiding policy implementation, and overseeing investigations, audits, and disciplinary actions.
- Advanced skills in designing, implementing, and refining policies and processes to deliver our mandate and ensure industry compliance with legislation and standards.
- Expert in legislative and regulatory interpretation and operationalization, procedural fairness, and program implementation.
- Advanced skills in developing recommendations for legislative and regulatory amendments, including policy and procedure creation.
- Experienced in thorough investigations into regulatory violations, gathering and analyzing evidence, ensuring procedural fairness, developing comprehensive reports, mitigating risks, and implementing corrective actions to uphold regulatory standards.
- Demonstrated ability to design, execute, and oversee comprehensive compliance audits, identifying potential risk areas and ensuring adherence to relevant laws, regulations, and industry standards.
- Exceptional abilities in strategic analysis and clear, impactful report writing.
- Proven expertise in navigating business and political environments to optimize outcomes.

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- Understand and anticipate the impact of decisions on interconnected systems, ensuring strategic alignment.
- Proficiency in handling sensitive information while adhering to privacy legislation and legal requirements.
- Proficient in privacy legislation, as well as compliance and auditing software, and Microsoft Office Suite.

WHO WE ARE

At AIC, our team members are a key resource and central to our work to protect Albertans through the licensing and regulation of insurance agents, brokers, and independent adjusters across the province.

We are dedicated to fostering innovation in our organization, improving professionalism in the industry, developing a knowledge foundation for evidence-based decision making, and implementing governance best practices.

We offer a collegial and enjoyable work environment, great benefits, and a chance to make a difference in the lives of Albertans. Join us and make an impact protecting Albertan insurance consumers.

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

HOW TO APPLY

This competition will remain open until **February 19, 2025**. Please apply online:

<https://shorturl.at/Ypsxl>

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.