

## Compliance Officer (Permanent, Full Time)

### ABOUT THE POSITION

Join ITA and be part of a highly engaged organization that is named one of BC's Top Employers and certified Great Place to Work!



With an expanding mandate and requisite growth to meet the needs of learners and industry, ITA is seeking Compliance Officers.

ITA is currently seeking seven (7) Compliance Officers to work out of the following locations across British Columbia:

- One (1) Lower Mainland – Richmond/Burnaby
- One (1) Lower Mainland – Delta/Surrey
- One (1) Lower Mainland – Langley/Abbotsford
- One (1) Kamloops OR Kelowna
- One (1) Victoria
- One (1) Dawson Creek
- One (1) Cranbrook

Reporting to the Manager, Compliance, Compliance Officers are responsible for maintaining and enhancing skilled trade apprenticeship and certification in BC through an “education to compliance” model, ensuring that legislated responsibilities are understood and observed. This is achieved by conducting inspections, investigations, and audits of sponsored apprenticeship activities with a goal of assuring, and enforcing, compliance with the *Skilled Trades BC Act*.

The ideal candidate will be a fair and reasonable decision maker, known for their people-focused approach to compliance and enforcement activity. Compliance Officers are effective communicators, value proceduralized activities, and can be effective in an independent working environment.

### RESPONSIBILITIES/ACCOUNTABILITIES

#### COMPLIANCE:

- Conducts compliance activities including education, promotion, inspection, audit, investigation, and enforcement
- Receives/requests information and reaches out to ITA departments that can support in resolving requests some of which may be confidential or quite sensitive in nature, from clients or other interested parties
- Conducts preliminary assessments of complaints/applications, ensuring all relevant documentation is present, and follows up with requests to the client or other interested parties if any documentation is missing
- Performs searches of various databases and other available resources to collect additional information that guides compliance activities performed

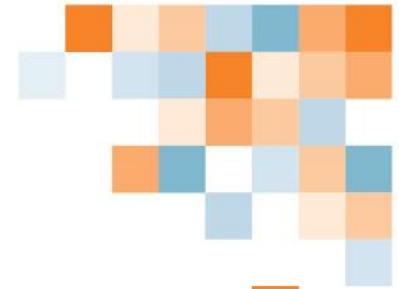


- Updates databases to include findings and decisions
- Prepares detailed written summary of findings and decisions and communicates decisions to clients and staff
- Conducts supplementary reviews to re-assess decisions in the event that new or additional information is presented
- Responds to client inquiries regarding the progress of complaints/applications
- Confirms that decisions are compliant with legislation, regulations, and policies and are accurately recorded in program databases and records systems
- Maintains current knowledge of legislation, regulations, and adjudication/reconsideration guidelines
- Maintains and regularly updates records and databases to ensure ongoing compliance and to assist ongoing and future enforcement activities
- Participates in the training and mentoring of new branch staff and collaborates with colleagues to share information and processes
- Advises clients and stakeholders on the Skilled Trades BC Act and their associated regulations and provides direction on the appropriate processes
- Assists with the preparation and delivery of public education workshops on matters related to the program service delivery area
- Role model collaborative approaches to communication and innovation and actively seeks ways to enhance the work environment, including harmonization of new mandates into the existing culture
- Leads ITA's participation at various committees, seminars, joint initiatives and events related to compliance and the Skilled Trades Certification legislation

## **EDUCATION/EXPERIENCE**

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- A Bachelor's Degree in Law, Public Policy, Business Administration, or equivalent is preferred; a combination of education and experience will be considered for this position
- Experience in working with administrative legal frameworks
- Experience in deploying training, mentoring, and support models for regulatory teams
- Ability to understand and interpret standards and legislation
- Experience applying investigation skills and analysis for inspection practice
- Experience in working with Government, Board, and senior leadership
- Strong conflict management skills and experience
- Strong people-centric leadership knows for their effective management and relationship building skills
- Have led multi-disciplinary professionals in complex environment with exceptional results
- Experience in effectively utilizing data and analytics to support organizational decisions
- Strong ability to work in a digitalized environment with multiple IT systems and use the Microsoft Office Suite
- Ability to exercise sound judgement on issues of a sensitive and contentious nature and ability to negotiate and develop consensus around complex policy and strategies
- Comfortable in an environment of tight deadlines and competing demands
- Ability to write concise reports
- Experience managing others remotely is an asset
- Travel may be required for this role
- Knowledge of the B.C. apprenticeship system is an asset



## WHO WE ARE

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The **Industry Training Authority (ITA)** is a crown agency that is responsible for leading and coordinating the skilled trades training and credentialing system for the province. ITA provides strategic leadership, policy support and customer services to help apprentices, employers and industry. ITA sets program standards, maintains credential records and issues the highly regarded Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q) credentials.

### VISION

World class apprenticeship for British Columbians.

### MISSION

To build the trades that build BC.

To learn more about our organization or to view other current opportunities with our team, please visit <https://www.itabc.ca/about-ita/careers-ita>

## COMPENSATION AND BENEFITS

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Salary Band 5: \$74,550 - \$95,668

The ITA offers a highly competitive benefits package and perks which include:

- Healthy Living Program
- Extensive Extended Health and Dental Plans that are 100% employer paid
- Eligible for pension contributions
- Professional Development Plan

## HOW TO APPLY

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If this sounds like you, we look forward to hearing from you! **Submit your cover letter and resume in PDF format** by the closing date on our careers page **by email** to [HumanResources@itabc.ca](mailto:HumanResources@itabc.ca). **Be sure to include your name, the position, and the location you are applying for in the subject line** – "Subject: [Full Name], [Position/Job Title] - [Location]"

ITA will be posting for additional Compliance Officer locations across British Columbia in the future. If you are in other locations not listed in this posting, please feel free to submit your unsolicited application for this role and specify where you are currently located and/or your area of preference in your cover letter.

*We kindly ask that applications be sent by email only – no fax or mail applications – and we ask for no phone calls please. Due to the high number of applications the ITA receives, only applicants who are selected for an interview will be contacted.*

*ITA currently operates on a hybrid work environment which encompasses working remotely and in-office.*

*ITA is committed to providing a healthy and safe environment for all its employees and recruitment candidates. The ITA has implemented its Mandatory Vaccination Policy for staff to help prevent the spread of COVID-19. ITA will continue its obligation to review accommodation requests from staff who are unable to receive the vaccine. We sincerely thank all applicants for their interest to join ITA.*