

INTAKE OFFICER - BILINGUAL

CANADIAN SOCIETY OF IMMIGRATION CONSULTANTS

Job Type: FULLTIME, TEMPORARY

Location: Toronto, ON, CANADA

Job Category: Analyst; Auditing; Legal

Company URL: www.csic-scci.ca

Posted Date: 08/27/2010

Position Summary

Reporting directly to the Manager, Complaints & Discipline, the Intake Officer provides the first point of contact for the public and members in matters relating to complaints and discipline and conducts the intake of complaints, including; documenting, identifying and analyzing issues, and provides referrals for complaints outside of the Society's mandate. The incumbent prepares files for investigation, conducts preliminary investigations, and maintains a caseload of investigations. The incumbent coordinates the assignment of files within the department and the forwarding of matters to other regulatory/policing bodies, provides policy & procedural recommendations, as requested and conducts research and special projects.

Skills

- Attention to detail and analytical ability
- Excellent organizational skills
- Confidentiality, tact, diplomacy and discretion
- Problem solving skills
- Excellent oral and written communication skills
- Computer skills to produce effective spreadsheets, reports, documents and presentations
- Knowledge of Complaints and Discipline process

Education and Experience

Post secondary degree with training and experience in dispute resolution

Experience working with diversity

Minimum of two years experience working with a regulatory body

Submit resumes and cover letter to hr@csic-scci.ca by September 2, 2010

Only those selected for an interview will be contacted.