



Career Opportunity: Investigator, Online Media

About the Immigration Consultants of Canada Regulatory Council (ICCRC)

ICCRC is the national regulatory body that promotes and protects the public interest by overseeing regulated immigration and citizenship consultants and international student advisors. ICCRC establishes effective policies, practices and procedures to regulate and educate immigration professionals.

Industry

National Professional Self-Regulatory Body

Position

JOB TITLE:	Investigator, Online Media
Department:	Professional Conduct
Reports to:	Investigations Manager & Counsel
Language Requirement:	English (Bilingual Non-Imperative)
Location:	Burlington, Ontario
Classification:	Permanent, Full-Time

Why join us?

Do you want to be part of a team that strives to improve the quality of Canada's fast-growing immigration/citizenship consulting profession? If you share our passion and purpose, please consider applying for the opportunity below to become part of a team that makes a difference.

How will this role support our team?

The Investigator, Online Media will investigate complaints in an unbiased manner by gathering relevant information and confirming the details regarding the complaints and other information received. You will draw on your experience in online/cyber investigations to support the team in the review of Professional Conduct department processes and daily investigation of complaints.

Responsibilities Include (but are not limited to):

- Review complaints and information received, identify issues, acquire relevant information, assess information, and write clear and concise reports.
- Develop and execute investigation plans including online/cyber and social media investigations; field investigations; interviews; information and document collection; and managing and maintaining case files.
- Analyze information and documents and write clear and concise reports for submission to the appropriate committee for review.
- Facilitate the resolution of complaints.

- Collaborate with other staff to identify trends and patterns requiring further investigation and develop investigative techniques.

This role will support our team by providing:

- Guidance to staff on best practices in online media investigations
- The emotional intelligence to discern fact from fiction whilst maintaining objectivity
- An ability to exercise tact, discretion, and empathy in serving licensees, complainants and stakeholders
- Communication and interpersonal skills to interact professionally and respectfully with others
- A proactive and forward-thinking approach, coupled with decision-making and problem-solving skills
- The ability to multi-task competing priorities

Required Education and Experience

- College diploma or equivalent work experience in a related field
- 5 years' experience performing investigations, with a focus on online/cyber investigations, preferably with a regulator or enforcement agency
- Experience working in the immigration industry or with an RCIC, an asset
- Certified Investigators Training (e.g. CLEAR), an asset, as is certification or training in cyber investigations
- Fluency in French is an asset

What We Offer

- Work Location: During the COVID-19 pandemic, in order to keep all our candidates safe, ICCRC is hiring and onboarding 100% remotely for the time being
- The opportunity to build a career of value and witness firsthand the impact ICCRC has as a national regulatory body
- A culture of transparency, where team members are involved in important conversations
- Full health benefits from day one for you and your family
- Access to the Employee and Family Assistance program
- RRSP match

How to Apply

Click [here](#) to upload your resume and brief cover letter indicating why you feel you are fit for this role.

ICCRC is an equal opportunity employer. We welcome applications from persons legally entitled to work in Canada, who represent the diversity of our nation, and whose qualifications meet the skills and experiences we seek. We are committed to providing equal opportunities to all candidates and to meeting the needs of people with disabilities. Should you be contacted regarding an employment opportunity and require an accommodation for a disability, we will be pleased to work with you to identify how we can best support you through this process.

The successful candidate will be required to undergo a criminal background check.

While we thank all applicants for their interest, only those identified for further consideration will be contacted.

Ce poste est affiché en français sur notre site Web à <https://iccrc-crcic.ca/fr/about-us/careers/>