

MEDIATOR AND EARLY RESOLUTION SUPERVISOR



icrcrc
IMMIGRATION CONSULTANTS OF
CANADA REGULATORY COUNCIL
CRCIC
CONSEIL DE RÉGLEMENTATION DES
CONSULTANTS EN IMMIGRATION DU CANADA

Version: 2021-001
Last Modified: August 23, 2021

Career Opportunity: Mediator and Early Resolution Supervisor

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:	Mediator and Early Resolution Supervisor
Department:	Professional Conduct
Reports to:	Investigations Manager and Counsel
Language Requirement:	English (Bilingual Non-Imperative)
Location:	Burlington, Ontario
Classification:	12-month contract, 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 Mediator and Early Resolution Supervisor is responsible for overseeing and facilitating the effective resolution of low-risk complaints about RCICs and RISIAs.

Responsibilities Include (but are not limited to):

- Assess cases for their viability for Early Resolution (ER).
- Resolve low-risk complaints under the ER Stream using various forms of dispute resolution.
- Assign cases to, and supervise the work of, external mediators.
- Ensure consistency in the ER process.
- Develop educational and training material and reports on complaint trends.
- Manage ER training as needed.
- Develop and continually improve the ER Program.

This role will support our team by providing:

- Facilitation, negotiation, and conflict resolutions skills
- Excellent written and verbal skills to communicate with an ethnoculturally diverse group of complainants and professionals
- Critical thinking skills, judgment, and analysis skills
- Decision-making and problem-solving skills complemented by a consultative approach
- Ability to operate in a dynamic work environment that requires flexibility, multitasking and prioritization of demands and commitments
- Ability to guide and engage team members to positive results in a professional, respectful manner

Required Education and Experience

- College diploma in a related field or the equivalent education and experience
- Three years' experience and training in mediation and/or informal dispute resolution mechanisms
- Prior experience in the immigration industry or as an RCIC, an asset, as well as experience working in professional regulation
- Fluency in French and other languages, 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://icrc-crcic.ca/fr/about-us/careers/>