



CASE MANAGER

ALIAS IS CURRENTLY LOOKING FOR CANDIDATES TO JOIN ITS TEAM AS A CASE MANAGER IN PREVENTION, DETECTION, INVESTIGATION AND DISPUTE RESOLUTION MATTERS

WHO ARE WE?

ALIAS helps organizations prevent, detect, investigate and resolve different types of misconduct. We act as an independent third party to collect concerns from witnesses or victims, using our innovative technology. Thanks to our recognized expertise in report/complaint management, we offer bilingual services across Canada. ALIAS aims for accessibility, confidentiality and anonymity by offering an alternative and innovative communication tool that fosters the benevolence of individuals and the continuous improvement of organizations.

Website: [Homepage](#) | [Signalement ALIAS](#)

BENEFITS OF WORKING AT ALIAS

At ALIAS, you'll have the opportunity to support the company's strong growth by offering and managing professional services in dispute prevention, detection, investigation and resolution. You'll carry out stimulating mandates as part of a dynamic, multidisciplinary team, and be able to diversify your career within the organization. You'll be part of a culture of excellence, collaboration, integrity and rigor.

You'll enjoy a high degree of autonomy in carrying out your activities, flexible working hours and the benefits of a fully remote position. Work-life balance is a priority for us.

JOB DESCRIPTION

You will be required to:

- **Assume an advisory role in the operations of the Office of the Complaints Officer for the Protection of Integrity in Sports and Recreation:**
 - Assist and conduct interviews with complainants and victims of prohibited behaviour;
 - Analyze collected information and determine the admissibility of complaints.
 - Ensure courteous and effective communications with stakeholders involved in the activities of the Office of the Complaints Officer for the Protection of Integrity in Sports and Recreation (complainants, victims, organizations etc.).
 - Ensure efficient and timely processing of active files;
 - Assist colleagues in their work;
 - Demonstrate creativity, benevolence and organization to meet the needs of clients and partners;
 - Manage and meet deadlines;
 - Be proactive in handling complaints in order to manage the risk of compromising the integrity of the Protection of Integrity in Sports and Recreation.
- **Contribute to the prevention, detection and investigation of all types of misconduct/prohibited behaviour:**
 - Analyze data and conduct in-depth research;
 - Develop and implement investigative procedures;
 - Examine the relevance, reliability, reasonableness, completeness and consistency of information received in connection with mandates;

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- Participate in drafting sections of reports or appendices, supporting findings and conclusions in an objective and impartial manner.
- Ensure excellent customer service;
- Participate in the development and implementation of internal tools and processes;
- Participate in visibility activities;
- Carry out various administrative tasks (timesheets, expense accounts, staffing, etc.);
- Any other related tasks.

QUALIFICATIONS AND SKILLS REQUIRED

- 1 to 3 years' relevant experience (investigations, human resources management, mediation, etc.);
- Attention to detail and thoroughness in the completion and follow-up of files to ensure that objectives are met and deadlines respected;
- Excellent verbal and written communication skills in English (French an asset);
- Ability to manage multiple files in a collaborative manner;
- Good knowledge of the Windows environment and Office suite software;
- Asset: Membership in a professional order.

Are you ready to develop your full potential?

If you are the ideal candidate for this position, please send us your CV to the following address: carriere@alias-solution.com

Only those candidates selected for an interview will be contacted. Due to the nature of the position, successful candidates will be required to undergo a criminal background check.