



SENIOR CASE MANAGER

ALIAS IS CURRENTLY LOOKING FOR CANDIDATES TO JOIN ITS TEAM AS A SENIOR CONSULTANT 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 a key role in the operations of the Office of the Complaints Officer for the Protection of Integrity in Sports and Recreation:**
 - Take charge of files from beginning to end;
 - Conduct file analyses tailored to each unique situation;
 - Conduct interviews with complainants and victims of misconduct/prohibited behaviour;
 - Analyze information obtained and determine admissibility of complaints with detailed and objective reasoning;
 - Make decisions in complex cases, conduct strategic meetings with various stakeholders (federations, mediators, investigators, Integrity Protection Committee members, police, DPJ, etc.);
 - Draft important communications;
 - Identify and communicate operational issues;
 - Supervise the work of colleagues;
 - Be creative, caring and organized to meet the needs of customers and partners.
- **Contribute to the prevention, detection and investigation of different types of misconduct and prohibited behaviours:**
 - Analyze data and conduct in-depth research;
 - Develop and implement investigative procedures;

ALIAS

- Examine the relevance, reliability, reasonableness, completeness and consistency of information received in connection with mandates;
- Prepare reports supporting findings and conclusions in an objective and impartial manner.
- **Demonstrate a high degree of autonomy:**
 - Prioritize work according to objectives and make timely decisions;
 - Ensure team deadlines are met;
 - Improve internal processes and ongoing projects.
- Ensure excellent customer service: identify customer needs, contribute to the drafting of service offers and the planning of mandates, manage human resources and subcontractors, deadlines and budgets;
- Participate in the development and implementation of internal tools and processes;
- Contribute to the firm's external visibility activities (writing, conference or training);
- Carry out various administrative tasks (timesheets, expense accounts, staffing, etc.);
- Any other related tasks.

QUALIFICATIONS AND SKILLS REQUIRED

- 2 to 5 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?

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.