



SENIOR DIRECTOR

ALIAS IS CURRENTLY LOOKING FOR SENIOR EXPERT.S TO JOIN ITS TEAM AS A SENIOR PROFESSIONAL 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

The ball is in your court! We can offer you a new role and new responsibilities. Our aim is to combine your aspirations with your skills and expertise. Here is the place where you can grow.

Become the professional service leader in dispute prevention, detection, investigation and resolution that you want to be. Lead operations, be at the heart of a changing culture, build a team of cutting-edge expertise. We'll support your growth as a leader through varied and rewarding challenges.

You will be required to:

- Assume a key role within ALIAS;
- Respect the strategic vision of ALIAS, allocating your activities to both the short and long term;
- Considering legal issues, lead and contribute to the coordination, prevention, detection, investigation and resolution of complaints for all clients in your portfolio, in accordance with professional standards;
- Ensure excellent customer service: Identify their needs, draft service offers, plan mandates, manage human resources and subcontractors, deadlines and budgets for mandates, and present deliverables to the customer;
- A STRONG ASSET: Be able to provide legal advice with respect to legislation, policies and/or client directives concerning the prevention, detection, investigation and resolution of harassment complaints;
- Participate in various ALIAS strategic projects;



- Contribute to the identification of continuous improvement projects and implement certain administrative projects beneficial to ALIAS;
- Contribute effectively to the positioning and marketing of ALIAS services;
- Carry out various administrative tasks (timesheets, expense accounts, staffing, etc.);
- Any other related tasks.

QUALIFICATIONS AND SKILLS REQUIRED

- Leader with a flexible management style, able to adapt to circumstances and to his team;
- 10 years' relevant experience as an expert (investigations, human resources management, mediation, etc.);
- Asset: Member of the Bar;
- Exceptional customer service and interpersonal skills;
- Strong organizational skills;
- Willingness to learn and take initiative;
- Excellent analytical and problem-solving skills, with attention to detail;
- Effective time management, able to juggle multiple commitments with tight deadlines;
- Strong tact and diplomacy skills;
- Excellent verbal and written communication skills in French and English;
- 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.