

Lead Inquiries Officer

Inquiries and Contact Centre - Investor Assistance

Strategy & Operations Branch

Our ideal candidate has an understanding of the legal requirements of public companies and investment funds under securities law and is able to communicate this information to investors.

Bring your knowledge and experience in shareholder communication, compliance, investigations or legal services to the **Ontario Securities Commission (OSC)**, which is responsible for regulating the province's capital markets.

The **Inquiries and Contact Centre** is an important public face of the OSC. As a **Lead Inquiries Officer** within the Investor Assistance team, you will be the first point of inquiry and complaint for investors and the general public.

You will provide complete and accurate information to investors about securities regulation, by telephone and in writing. You will analyse complaints and tips, and obtain information from complainants and other sources to identify potential regulatory concerns and recommend appropriate action. Your response to complainants will explain how the role of the OSC pertains to their unique situation and what the next steps may be regarding regulatory action and possible financial and other resolution.

We offer:

- Permanent, full-time employment
- Competitive salary (\$56,300 - \$70,400)
- Performance bonus eligibility of up to 15%

You offer:

- Familiarity with securities law, regulation and policy
- Solid knowledge of the financial industry and investment products
- Experience in successfully communicating directly with the public and/or clients, including in stressful situations
- Empathy for individuals in need
- Ability to explain complex legal and policy concepts in plain language
- Excellent research and analytical skills, exercising fact-based reasoning and judgment
- Commitment to knowledge and skills development of self and team
- Demonstrated ability to work collaboratively in a small team environment
- Commitment to professionalism and excellence in quality of service
- Undergraduate degree or equivalent
- 5-plus years of experience in financial services, legal administration, law or policy, preferably in a shareholder communication, investigative, compliance or legal role
- Fluency in both written and spoken English; fluency in French is a definite asset

The **Ontario Securities Commission** is focused on protecting investors and fostering fair and efficient capital markets in Ontario. Our professional staff work on a wide variety of issues. We

support and encourage our staff to meet their professional goals by offering a challenging, stimulating work environment, training and a competitive compensation package. Find out more at www.osc.gov.on.ca

How to apply:

- Please visit the OSC website at www.osc.gov.on.ca and apply online
- Deadline for submissions is **June 7, 2011**