

Inspector Job Description

About the BAO

The [Bereavement Authority of Ontario](#) (BAO) is a government delegated authority administering provisions of the [Funeral, Burial and Cremation Services Act, 2002 \(FBCSA\)](#) on behalf of the Ministry of Public and Business Service Delivery and Procurement. Responsible for protection of the public interest, the BAO regulates and supports licensed: funeral establishment operators, directors and preplanners; cemetery, crematorium and alternative disposition operators; transfer service operators; and bereavement sector sales representatives across Ontario. The BAO is wholly funded by licensee fees (not tax dollars).

What you Can Expect

As an Inspector at the Bereavement Authority of Ontario, you'll play a critical role in upholding professional standards and ensuring compliance within the bereavement sector of funeral, transfer service, cemetery, and crematorium, and hydrolysis services. You'll conduct inspections, analyze documents, and prepare reports that drive accountability and continuous improvement in the public interest. Working closely with Licensing and Financial Compliance Officers, and General Counsel, you'll help address complaints, guide disciplinary actions, and provide expert testimony when necessary. Your knowledge and insight will be essential in advising on licensing decisions and shaping the future of the bereavement sector. If you're ready to make a meaningful impact with precision and integrity, this role offers a chance to shape and safeguard regulatory excellence.

Responsibilities:

a) Inspections

- Conducts the inspection of licensed operators and new applicants from the funeral, transfer service, cemetery and crematorium sectors to determine compliance with legislative requirements.
- Inspects facilities and reviews applications/renewals and supporting documentation submitted by licensees to ensure compliance with statutory requirements.
- Conducts the analysis of documents and materials; attending at funeral, transfer service, cemetery and crematorium operator's sites for visual inspections and evaluates compliance with the Act.
- Prepares inspection reports on the conduct and activities of licensees; prepares reports of findings and recommendations for further action if required.

b) Complaints and Discipline Matters

- Aids Compliance Officers and Manager - ICE, in the review and assessment of complaints.
- Assists with follow-up to ensure corrective action has been taken in compliance and discipline matters as determined by the Registrar, in conjunction with the Manager - ICE.
- Makes recommendations to the Manager - ICE and the Registrar on appropriate action to be taken in cases of non-compliance and any suspected illegal activity requiring further investigation and follow-up.
- Assists General Counsel in the preparation and material for legal proceedings and giving evidence when required.
- Provides articulate and effective testimony in a courtroom setting related to legal proceedings.

c) Advice and Expertise

- Provides input, analysis, interpretation, and other expertise to support licensing operations.
- Provides advice and recommendations regarding conditions to place on a license based on analysis of documents.
- Responds to inquiries from stakeholders regarding the interpretation and application of relevant sections of the Act

What will you bring to The BAO?

- 10+ years working in the bereavement sector and/or, have similar inspection work experience in a regulatory setting
- Must have a valid G driver's license, access to a reliable car and a clear driving record.
- Experience and knowledge of cemetery and crematorium operations an asset.
- Possess a calm personal confidence and ability to tactfully diffuse potentially hostile situations.
- Deep understanding of the Funeral, Burial and Cremation Services Act, 2002 and/or experience and work with similar consumer protection legislation.
- Skilled in the interpretation, application and administration of legislation and knowledge of inspection protocols and methods to provide advice and expertise and to conduct inspections of non-compliance within a regulatory compliance/enforcement environment.
- Strong written and verbal communication skills, with an aptitude to influence through education and informed recommendations.
- Proficient computer skills: Microsoft 365 including Word, Excel, Outlook, PowerPoint, ShareFile, Teams, and various databases/CRM
- Excellent people skills, with an ability to partner with a dynamic leadership team and motivate in a team-oriented, collaborative environment
- Possess personal qualities of integrity, credibility, and commitment to corporate mission

- Demonstrated resourcefulness in setting priorities and guiding investment in people and systems

Why Choose the BAO?

Hybrid Work: Enjoy our flexible hybrid work schedule, with the ability to work remotely up to 3 days per week.

Comprehensive Personal Time Off: We advocate the importance of down-time and personal well-being, as demonstrated by our generous paid time off policies.

Wellness & Health Support: Take advantage of our extensive range of health benefits designed to prioritize both your physical and mental well-being.

Professional Development: Get assistance for continuous education and professional development to drive your career growth.

RRSP: Help build a secure financial future through our employer matched RRSP contribution plan.

The BAO offers a casual work environment, flexible work hours, and a competitive compensation and benefits package. The BAO is an equal opportunity employer and committed to fostering an accessible and inclusive environment for employees and licensees. If you require any accommodation for the recruitment/interview process (including alternate formats of materials, or accessible meeting rooms or other accommodation), please let our HR department know and we will work with you to meet your needs.