

Licensing Officer – (Entry level 12-month contract)

About the Company

Established in 1981, the Registered Insurance Brokers of Ontario (RIBO) is the self-regulatory body that licenses and oversees general insurance brokers in Ontario. With a mandate to protect the public interest, RIBO regulates the professional conduct and competence of over 22,000 licensees across the province. As Ontario's insurance broker regulator, we play a critical role in ensuring consumer trust and maintaining high standards within the profession. Our core responsibilities include setting qualification standards, licensing individuals and firms, monitoring compliance, and addressing profession conduct concerns through our complaints and discipline processes.

We are looking for a Licensing Officer to join our Policy, Standards & External Affairs department for a 12-month contract.

Position Overview

Reporting to the RIBO Licensing Manager, the Licensing Officer works with other team members including Senior Licensing Officers to support the maintenance of the RIBO licensee directory, including the approval of all property and casualty insurance broker and brokerage licences in Ontario.

Other Key Aspect of the Role

Maintenance of the Registry

- Perform data entry and record maintenance (e.g. address, employment changes, etc.) related to existing licensees and applicants (firm and individual)
- Document key points of telephone calls and meetings
- Catalogue/archive supporting documents to ensure the completeness of licensee records
- Work with and maintain confidentiality of sensitive information.

Supporting Licence Review and Approvals

- Assist Senior Licensing Officers and managers with licence processing and required follow-ups on open and pending cases, including recommending whether licences should be granted.

Licence Support and Customer Service

- Provide timely, accurate, and helpful customer service to applicants and licensees who are seeking information and support relating to licence registration, renewal, and reinstatement
- Respond to broker and brokerage firm registration inquiries by email and telephone
- Prepare draft correspondence for management approval related to more complex matters

Teamwork

- Participate in the review, analysis, and development of licensing and registration procedures, methods, systems, service standards, and processes for the administration of applicable legislation.

This Job Might Be Right For You If

- You are a team player who is passionate about protecting the public through regulatory measures
- You have excellent organizational skills, are highly detail oriented, and are a good problem-solver
- You have the ability to multi-task and have an excellent ability to work both independently and as part a team
- You have an ability and willingness to improve, learn, and adapt in accordance with new procedures and technology
- You manage your time effectively, have experience delivering excellent customer service and are driven to achieve personal performance targets
- You have strong verbal and written communication skills
- You have knowledge of the insurance industry or an understanding of current issues and trends as they relate to self-regulatory bodies. (This is not required but considered an asset).

To Make the Cut, You Will Have

- Two to three years of customer service, including responding to emails, phone calls, and experience using databases, including CRMs
- Proficiency with MS Office applications including SharePoint, MS Teams, Word, Excel, PowerPoint, etc.
- Post-secondary education including specialization in a related discipline. (Law, business, and/or finance is an asset)
- French skills are an asset.

What RIBO Offers

- **Competitive Salary:** \$55,000 – \$70,000 commensurate with experience
- **Retirement Savings:** Up to 8% matching RRSP contributions to help you plan for the future
- **Health & Wellness Coverage:** Robust health and dental benefits that go beyond the basics to support your overall well-being
- **Generous Paid Time Off:** More than just standard vacation — our time-off policies include personal and sick days, a winter break, and early closures before long weekends to support true work-life balance
- **Professional Growth:** Access to a dedicated training and education fund to support your ongoing learning and career development
- **Supportive Culture:** Be part of a positive, collaborative environment where your ideas are valued and your contributions make a difference.

The Application Process

If you are interested in this exciting role, please send your resume and cover letter to careers@ribo.com including **Licensing Officer** in the subject line.

Your cover letter should include:

- What interests you about RIBO
- What interests you about the role
- How you can lend your experience to succeed in this role.

At RIBO, we value diversity, equity, inclusion and ambitions. We are committed to building inclusive teams and an equitable workplace for all our employees. We strive to provide an accessible candidate experience for our prospective employees with different abilities. Please let us know if you need any accommodations during the recruitment process by emailing careers@ribo.com.

We sincerely thank all applicants. However, only those candidates whose skills and experience best match the requirements for the position will be contacted.