



Career Opportunity

FCNB is a leader in integrated financial and consumer services regulation. FCNB's mandate is to protect consumers and enhance public confidence in the financial and consumer marketplace through the provision of regulatory and educational services. With offices in both Fredericton and Saint John, it is responsible for the administration and enforcement of provincial legislation regulating mortgage brokers, payday lenders, real estate, securities, insurance, pensions, credit unions, trust and loan companies, co-operatives, and a wide range of consumer legislation. FCNB is an independent Crown corporation funded by the regulatory fees and assessments paid by its regulated sectors.

We offer opportunities for dedicated professionals to play a vital role in carrying out our mandate.

Claims Officer – Fredericton or Saint John

Our mandate has expanded, and our new Unclaimed Property division is currently looking for a professional and dedicated Claims Officer to join our team. The Officer will be responsible to administer the process of reconnecting owners with their unclaimed property within the program. They will evaluate claims received, liaise with the claimant to obtain additional documentation; assist when required with the filing of claims; approve claims within their established limits and refer claims above their limit to the Director.

The Claims Officer will also work in collaboration with the Communications and Public Affairs division to educate the public on their rights and responsibilities as consumers and to inform the public of the claims process. The role reports directly to the Director, Unclaimed Property.

The ideal candidate will possess excellent oral and written communications skills in both official languages, along with strong planning and organizational skills. You are able to work independently as well as in a team environment and have excellent interpersonal skills.

Other qualifications include:

- Completion of a 2-year relevant post-secondary training program,
- 3-5 years related experience, preferably within the financial services industry,
- Working knowledge of the consumer protection legislation and other regulatory information related to consumer protection an asset,
- Strong business writing skills,
- Research skills,
- Detail oriented,
- Flexibility to respond to changing priorities and deadlines,
- The ability to apply strong interpersonal skills when dealing with people in difficult situations,
- Ability to manage high stress situations and resolve conflict in a professional manner.

The Financial and Consumer Services Commission offers a competitive salary and benefit package as well as excellent opportunities for personal growth and challenge. If you are interested in being a key part of this team, please forward your résumé and covering letter before 25 July 2022 to:

Financial and Consumer Services Commission

ATTN: Human Resources Officer

Email: Information@fcnb.ca

For more information about this position please visit our website at www.fcnb.ca or call the Human Resources Officer at (506) 643-7858.