



**ONTARIO'S
TRAVEL
REGULATOR**

Formed in 1997, the Travel Industry Council of Ontario (TICO) regulates Ontario's travel agencies, booking websites and tour operators. TICO administers the Travel Industry Act, 2002 on behalf of the Ontario government.

As a consumer protection organization, TICO facilitates a consumer complaints process and administers the Ontario Travel Industry Compensation Fund. By booking travel with a TICO registered company, consumers have access to added protection.

COMPLIANCE OFFICER (Inspector)

The Travel Industry Council of Ontario (TICO) is seeking a compliance and regulatory professional who thrives in a fast-paced, stakeholder-focused environment. This role offers meaningful, hands-on work that supports public trust and ensures travel businesses meet their regulatory obligations.

About the Role

Reporting to the Manager, Compliance, the **Compliance Officer** conducts financial reviews, onsite inspections, and compliance assessments to determine whether registrants are meeting their obligations under the *Travel Industry Act, 2002* and Ontario Regulation 26/05. The role requires strong attention to detail, sound investigative skills, and the ability to communicate clearly with stakeholders.

You will manage your own files, conduct risk assessments, prepare findings reports, and support escalated actions where required. In this role, your key responsibilities will include:

- Perform financial statement bench reviews to assess compliance with legislative and regulatory requirements
- Plan and conduct onsite inspections and compliance reviews throughout Ontario
- Examine financial and operational documentation to identify non-compliance or contraventions
- Complete comprehensive risk assessments, prepare Inspection Findings Reports, and communicate required corrective actions to registrants, responding to questions as needed.
- Identify files requiring escalation due to refusal or inability to comply and conduct inspections of former registrants to verify cessation of operations
- Respond to inquiries and provide guidance on legislative requirements and acceptable practices
- Maintain accurate and complete case documentation in TICO's database and Document Management System
- Attend Licence Appeal Tribunal or Provincial Offences hearings to provide evidence, when required



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- Participate in special projects, internal initiatives, and cross-team collaboration

Successful candidates will demonstrate the following qualifications:

- Experience conducting on-site inspections and/or audits involving financial or operational compliance; preference for experience with a regulatory body or in a government-regulated environment
- Knowledge of financial accounting principles, internal controls, and operational compliance
- Degree or diploma in Accounting, Finance, Business Administration, Regulatory Compliance, or related field, or a minimum of 3–5 years' relevant experience.
- Accreditation such as CPA, CIA, CFE, or equivalent is desirable.
- Strong organizational skills, attention to detail, and ability to manage multiple files simultaneously
- Demonstrated investigative skills, strong analytical judgement, and effective problem-solving abilities
- Strong customer service and interpersonal skills, with the ability to handle challenging stakeholder situations professionally
- Willingness to travel for on-site inspections within Ontario
- Knowledge and experience in the travel industry is an asset
- Hold a valid Class G driver's license in good standing

Working Environment: This is a full-time position in a hybrid work model. The successful candidate is expected to work onsite at TICO's Mississauga office 1 day a week, with the remainder remote. Travel across Ontario is required for inspections.

HOW TO APPLY: To apply, please click the following link [APPLY NOW](#) by **Tuesday December 30th, 2025**.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.



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If you have questions, you can also contact Mirjana Nevajdic at 416-237-1500
ex. 236 or mirjana.nevajdic@hra.on.ca

At TICO, we are an organization that embraces inclusion and fairness. We are committed to fostering a culture of inclusivity, equity, and accessibility for all. As a team, we celebrate diversity in all its forms, while encouraging individual growth and innovation, because we feel it makes for an inspiring workplace where people are empowered and engaged.