

Job Title: Regulatory Expert
Reports To: President
Effective Date: Summer 2025

About Us

ICC Compliance Center was founded in 1987 with one principal in mind – to help our clients comply with dangerous goods regulations, whether they are handling, shipping, or transporting dangerous goods by air, ground, or sea. Over the years, we have established ourselves as a leader in providing supplies and services to hazardous goods shippers throughout North America and worldwide.

ICC Compliance Center is a leader in compliance training and consulting for dangerous goods. We offer comprehensive dangerous goods hazard communication programs to help industries comply with regulations. When using our products and services, our clients are employing the expertise of chemists, engineers, and training specialists who monitor regulatory changes and can help clarify compliance needs.

Job Summary

The Regulatory Expert provides regulatory expertise on dangerous goods to clients and staff through various mechanisms, including in-person and web-based training. This is achieved by delivering training on the handling of dangerous goods to an adult audience and providing technical guidance to clients. Additionally, the Regulatory Expert will provide technical recommendations to Business Development Managers and offer consultative and training design support for program and product development. This position will also be expected to perform facility and plant audits, provide related compliance reports for clients, and supply translation assistance for technical manuals and published media as applicable. The Regulatory Expert will coordinate and facilitate, with the help of the repacking support, all repacking jobs as needed. Specific duties are listed below.

Duties and Responsibilities

- Provide regulatory training pertaining to all modes of dangerous goods shipping and workplace hazards;
- Develop training courses, materials, and regulatory publications;
- Participate in trade association meetings to maintain the company's high-profile status in the industry;
- Provide regulatory support for the development of regulatory software products;
- Offer internal training to improve other departments' understanding of regulatory;
- Answer helpdesk calls for clients;
- Transfer client contact information from client calls to CRM software to cultivate possible sales opportunities;
- Suggest improvements regarding new and current products/services;

- Participate in meetings and attend offsite industry meetings/seminars;
- Maintain a good understanding of products/services;
- Occasionally assist other departments with daily functions and special projects;
- Create articles or blogs on a monthly basis;
- Provide regulatory services to meet WHMIS, OSHA, 49CFR, TDG, IATA, IMDG, GHS and/or other regulations as applicable;
- Speak with clients regarding repacking needs;
- Speak to inspectors during audits as needed;
- Ensure company regulatory training materials (WHMIS, TDG, IATA and IMDG) are current at all times

Qualifications

- Proficient in Microsoft Windows, Microsoft Office and CRM software;
- Comprehensive knowledge of WHMIS, OSHA/ANSI, 49CFR, TDG, IATA, IMDG, EU CLP, GHS, CCCR, CPSC and/or other regulations as applicable;
- Excellent written and oral English communication skills;
- Ability to effectively deliver classroom presentations to an adult audience;
- Outstanding interpersonal skills;
- Ability to focus efforts in the best interest of clients;
- Capacity to adapt positively to evolving situations;
- Aptitude to analyze and solve problems;
- Ability to work unsupervised or in a team environment;
- University or college graduate in sciences, chemistry or engineering, and adult education an asset.

Travel

- Occasional overnight travel will be required;
- Occasional evening and/or weekend work is required Infrequently.

ICC Compliance Center is an equal opportunity employer. We are committed to an inclusive, barrier-free recruitment and selection process and work environment. If you are contacted for a job opportunity, please advise of any accommodations that are required. Any information received relating to accommodations will be treated as confidential.