

Senior Manager, Client Services and Claims Customer Care (Bilingual an asset)

Department: Operations

The Edge Benefits is Canada's Lifestyle Protection Company, and a proud member of The Co-operators Group of Companies. We lead the market in developing, distributing, and administering a full suite of simplified living benefit products. We have over 90 employees, 60,000+ policyholders, and operate in every province in Canada. Our Head Office is in Newmarket, Ontario however this is a remote/work from home position.

As a representative of management reporting to the COO, it is expected that the Manager of Client Services establish, maintain, and improve strong positive relationships with internal and external clients, and identify, recommend, and implement improvements to services or processes to enhance performance of the unit and/or Company.

What you're responsible for:

- Oversee the Supervisor of CSU, and supervision of Customer Service/Call Centre staff; direct supervision of Claims Administration staff. Be involved with or lead special projects.
- Provide leadership and manage the units; make decisions; solve problems; develop and maintain unit procedures and manuals for each; develop records/files; conduct unit meetings; represent each unit at internal and/or external meetings. Ensure the unit maintains accurate and updated electronic and paper files.
- Manage unit's workflow in such a way that metrics meet or exceed the established goals using an analytical approach that is systematized and sustainable. Oversight and ongoing administration of company telephone system.
- Manage the employee hiring and termination process; develop or update job descriptions; develop performance expectations, identify essential functions and knowledge, skills and abilities required; assign work duties; manage workflow within the unit and with other units.
- Liaison and foster a positive relationship with Insurers/Clients/Management/Staff. Interact with other departments and/or Insurers to provide resolution for problems or queries.
- Interpret and analyze records and make appropriate recommendations for process improvement through technology or quality control. Make recommendations to improve customer service throughout the company.
- Coordinate the disposition and/or resolution of problems involving Claims or Customer Service inquiries or complaints.
- Audit/review incoming and outgoing phone calls, and audit policy records, for quality assurance and training purposes.

What to expect:

- You will be subject to a Criminal Record background check as a condition of employment, in the event you are the successful candidate.
- You use strong judgement and interpersonal skills to build relationships internally and externally and work effectively with people at all levels of the organization.

To be successful:

- Strong leadership skills
- Project management
- Customer/client focus
- Creative thinker with excellent verbal and written communication skills
- Industry knowledge – Disability Claims

To join our team:

- Bilingual French/English an asset
- Life / A&S License (already licensed, or commitment to obtain)
- Completion and/or enrolment in LOMA/ICA or related courses
- University Degree (or industry equivalent work experience)
- Previous supervisor/management experience
- Previous Disability/Life claims experience

What we offer:

- Training and development opportunities
- Flexible work options and paid time off to support your personal and family needs
- A comprehensive compensation package and benefits program

Apply to: humanresources@edgebenefits.com