



# Teachers Life

## JOB DESCRIPTION

**POSITION:** Director, Underwriting and Claims

**Reports to:** Chief Financial Officer/Chief Operating Officer

**Department:** Risk

**Job Level:** 5 (Director)

**Flexible Work Options Available:** We are a hybrid workplace environment, granting team members the ability to work up to 3 days remotely per week.

### **POSITION SUMMARY**

The Director, Underwriting and Claims has a dual focus on underwriting and overall claims management activities. They are experienced in the underwriting of complex cases from both a medical, non-medical and financial point of view, have strong technical expertise in claims and a drive for building out a best-in-class claims department with a balanced focus on growth and quality.

### **KEY RESPONSIBILITIES**

- Oversee the underwriting process for new business Life, Disability, and Critical Illness insurance applications including:
  - Data entry of applications
  - Regular follow-up on pending new business applications with outstanding requirements
  - Release Facultative Underwriting decisions
  - All correspondence regarding decisions, ratings, and amendments
  - Delivery of issued policies
  - Process policy amendment notices
- Provide technical leadership and underwriting risk perspective on product development, medical underwriting, and new business initiatives, including:
  - Design and implementation of application underwriting questions
  - Liaise with reinsurers on changes to underwriting guidelines and questions
  - Design procedures for the intake of underwriting referrals and decisions
  - Work with internal and external partner sales teams to address any inquiries related to the application process, underwriting declines, etc.
- Oversee all claims activity across internal and external partnerships; provide final claim decisions; ensure timely and accurate processing according to procedures; submit claim processing requisitions to Finance team
- Manage the reinsurance process including monthly and quarterly transmissions of cession updates to industry partners; review reconciliation of reinsurance data across treaty cessions including financial settlements; and support review of reinsurance treaties and new engagements
- Manage risk mitigation activities and comply with Medical Information Bureau (MIB) reporting requirements and annual underwriting audits
- Lead and coach risk staff in their service delivery and development; provide second-level review and approval of work as needed

- Liaise with Finance team and provide key audit documents to support the annual fiscal audit
- Identify areas for continuous improvement, and implement them using problem solving activities
- Develop policies, procedural manuals, training guides and other documents
- Contribute to the senior leadership team by providing input on planning and priorities
- Promote a sales culture while managing quality, service, and expenses

#### **QUALIFICATIONS & EXPERIENCE**

- Bachelor's Degree or post-graduate diploma in business management, finance, or related discipline
- Minimum of 10 years of life and disability or critical illness underwriting experience, with 2 or more years of proven leadership experience; direct experience in managing risk mitigation activities
- Completion or pursuit of underwriting education or a professional underwriting background (FLMI, CLU, CRM), preferred
- Strong user of all Microsoft Office programs (Excel, Word, PowerPoint)
- Able to interpret, assimilate and apply numerous guidelines, reports, and data to set and manage priorities
- System-savvy with experience using multiple insurance tools and platforms, including individual policy administration systems
- Bilingual (English and French) is an asset

#### **SKILLS & CORE COMPETENCIES**

- Excellent interpersonal skills and strong cross-functional team skills
- Results focused, proactive, and service oriented
- Superior analytical, evaluation and decision-making skills
- Strong written and verbal communication skills
- Ability to prioritize and balance multiple tasks or projects with ease
- Adaptable and flexible when dealing with change
- Superior numerical and analytical skills
- A thoughtful approach to decision making with an ability to apply judgement to unique situations
- Strong alignment with our organizational mission, vision, and core values