



Job Title: Chief Operations Officer (COO)
Reports to: CEO

Job Purpose

The Chief Operating Officer (COO) is an integral member of the Senior Leadership Team. Responsible for the strategic direction of all operational and service areas within Tradition Mutual Insurance Company (TMIC) including Sales (Brokers & Agents), Underwriting, Claims, IT, Marketing, and Loss Prevention. Duties include directing staff and planning and controlling activities, ensuring that procedures are in place to implement predetermined corporate policies, providing leadership, direction and guidance as required, and ensuring appropriate communication and training occurs for such things as changes to strategic direction and company goals/objectives that impact employees directly reporting to this position, including changes in policies and routines.

Duties and Responsibilities

Sales (Brokers /Agents / Marketing)

- Monitor operational performance of the Brokers and regularly report operational results to the President & CEO.
- Liaise with Brokers to foster strong relationships
- Identify new Broker growth opportunities
- Monitor and make recommendations to compensation structures for Broker agreements and other forms of distribution, or policy acquisition models
- Direct report of Sales Agents including monitor operational performance of the Agents and regularly report operational results to the President & CEO.
- Establish direction around setting marketing strategy, strategic initiatives and plans to target growth and promotion of the company and customer profiles

Underwriting

- Plan and direct the department's activities to achieve stated/agreed targets and standards for performance, customer service (both internal and external), operational excellence and legislative compliance
- Monitor operational performance of the underwriting team and regularly report operational results to the President & CEO.
- Perform expert level role in Underwriting as required to support or set direction for the department

- Continually increase organizational efficiency through the use of tools, software and calculators
- Communicate all underwriting changes to the rest of the organization, including rate changes, new coverages, and policy changes
- Provide coaching to staff on technical and/or customer issues as required

IT Support

- Monitor operational performance of the IT support staff and regularly report operational results to the President & CEO
- Continually increase organizational efficiency through the use of tools, software and calculators
- Provide coaching to staff on technical and/or customer issues as required

Claims

- Consult with the Claims Manager on planning and directing the department's activities to achieve stated/agreed targets and standards for performance, customer service, operational excellence, and legislative compliance
- Regularly monitor operational activities and regularly report operational results to the President & CEO
- Review ongoing claims files with Claims Manager as required
- Assist with recruiting and the selection of Claims team members on an ongoing basis
- Consult on all Claims policy changes

Loss Prevention

- Assist the Senior Leadership team with setting loss prevention inspection criteria and guidelines
- Consult with the Claims Manager and/or Underwriting Manager on inspection information and findings
- Assist with possible future recruiting of Loss Prevention team
- Review and negotiate terms with third parties for loss prevention inspection services
- Consult on all Loss Prevention policy changes

Decision Making Based on Analytics and Data Usage

- Provide high level direction using metrics and targets to foster common goals of the organization across all departments
- Assist the Leadership team with rate develop and product pricing to ensure rating adequacy for both profitability and premium growth
- Provide insight to the Leadership Team on potential products - Recommending new products or product adjustments based on industry trends and internal market data
- Leverage data for decision making to effectively market TMIC
- Ensure communication between all departments

Other Management Duties

- Work with Executive Team to set annual company and departmental and individual objectives and metrics and work with the Senior Leadership team as well as department staff to achieve stated goals

- Attend Board meetings and provide and present operational reports when requested
- In Conjunction with the Finance manager, provide leadership & management decisions on behalf of the President/CEO in their absence
- Act as Company Ombudsman in compliance with required regulations
- Provide signed authorization to payments as per Company Policy
- Conduct regular quarterly staff meetings and attend department meetings
- Complete annual performance reviews for direct reports and provide staff salary recommendations
- Provide coaching to all reporting staff on technical, customer or other issues as required
- Act as an internal resource for various committees
- Work with other members of the Leadership Team for other staffing, training and development, and performance management initiatives as required
- Promote and support overall awareness of and attention to personal safety within the Underwriting, Claims and IT Departments and across the rest of the organization, ensuring that employees obey all OSHA or other governmental regulations, and exercise good judgment by following safe practices at all times
- Act as a brand ambassador of TMIC

Qualifications

- Understanding of underwriting and claims functions
- 10 years in the insurance field, 5 of those to include management experience
- Certified Insurance Professional (CIP) designation
- Thorough understanding of all lines of business, including underwriting function, policy wordings and rating development
- Solid working knowledge of Microsoft Office programs and Adobe
- Advanced analytical skills to review information and be able to identify cause and effect relationships
- Understanding of mathematical formulas and statistical concepts used in reporting
- Ability to negotiate and problem solve in diverse circumstances
- General understanding of contract law as it pertains to insurance contracts and brokerage agreements
- Ability to create or modify work processes to move business forward and improve efficiencies

Mental Requirements

Functions of mental effort include: data entry, word processing, presentation development and delivery, driving tasks, data analysis, research, and active listening. With the nature of this position continual distractions will come from broker or employee questions, issues or concerns, department or leadership team inquires or tasks; organizational change and outside sources, whether over the telephone or in person.

Physical Requirements

The incumbent must also be physically able to spend a majority of their day in a seated position using a computer. Fine motor skills will be stressed using computer equipment daily and report analysis. Ability to lift 5-10lbs is required for the transportation of marketing or training equipment. For presentations, incumbent must be able to stand for periods ranging from 3-6 hours.

Accountability

As this position is a liaison between the company and Broker force, all information given must be complete and accurate. References will be made to policy manuals, relevant Associations documents, and regulatory guidelines to assist in decision making process. The Executive Team will be consulted on matters that require additional assistance or approval such as claims interpretation or approval of Broker appointments.

Consequences of incorrect information or inappropriate decisions can put the Company in danger of underwriting risks, damage broker portfolios, policy wording misrepresentation, estoppels, and lawsuits from complaints handling. Disintegration of business relationships and reputation may occur with discomfiture to the company and decreased business profits. All measures will be taken to ensure accountability and confidentiality is maintained.

Direct Reports

Underwriting Manager

Claims Manager

IT Coordinator

Agents

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Should you require an accommodation to partake in the interview process, please let us know in advance so we may consider your individual needs.

*We thank all that are interested however only candidates selected for an interview will be contacted.
Please note that salary is dependent on applicant's qualifications.*