



BUSINESS DEVELOPMENT MANAGER

Work Location: **Remote, Jarvis** | Full or Part Time: **Full Time**

SCOPE:

Nova Mutual is conducting a search for an experienced and highly qualified Business Development Manager. The role is accountable for the sales distribution channels (Agent/Broker) at Nova providing management oversight, direction and communications expertise to Nova's Agents and Broker Partners. You will lead Nova in cultivating meaningful Agent/Broker relationships and act as an expert by providing consultation, education, and recommendations to enhance the Agent/Broker experience. You will be a brand champion both inside and outside of our organization and advance our business through seizing opportunities and promoting the Mutual value proposition.

KEY RESPONSIBILITIES:

Agency

- Develop a strategy to grow and develop an entrepreneurial mindset within the agency business model.
- Working with the agents to ensure key metrics, goals and objectives are achieved as part of the company's strategic plan.
- Develop and monitor quarterly agent business plans to drive growth, retention, and exceptional service to provide outstanding member experience.
- Research and develop opportunities to cross sell where appropriate.
- Develop and maintain ongoing pipeline of potential member leads.

- Enhance business processes where necessary to ensure an efficient and effective member experience.

Broker

- Develop solid relationships by understanding the Broker business, growth plans, succession plans and how Nova Mutual plays a key part of their success as a preferred partner.
- Identify opportunities to improve business processes to enhance the Broker experience.
- Develop, monitor and communicate Broker business results, growth objectives, and CPC requirements with our Broker Partners.
- Build and manage Broker relationships with current and new potential Brokers.
- Manage Broker rehabilitations as required.
- Working with our professional underwriting teams, ensuring communication lines are open to service the Broker's needs.

Team Development

- Hire, develop, evaluate, reward, and retain a highly qualified group of sales professionals.
- Foster a culture of innovation, transparency, and accountability. Mentor, train, and coach for success.
- Promote a "business-partnership" mentality at all levels of the organization.
- Develop a succession plan for the agency model.
- Build strong relationships with business groups and their leaders across the

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enterprise, and develop a detailed understanding of their issues, challenges, and opportunities.

EXPERIENCE & QUALIFICATIONS:

- A relevant post-secondary degree or diploma;
- Designation as a Chartered Insurance Professional (CIP) or Fellow Chartered Insurance Professional (FCIP);
- 7-10 years in progressive Business Development/Sales/Marketing role;
- A RIBO or OTL license would be an asset;
- Demonstrated business development skill set in new and existing P&C insurance business;
- Superior decision-making capabilities where information may be complex and sound judgement must be exercised;
- Ability to meet deadlines, proactively responding to agent/broker business needs in a timely and reasonable manner;
- The ability to be creative and innovative;
- Excellent marketing knowledge and experience with a variety of marketing delivery mediums;
- Excellent verbal and written communication skills, including ability to effectively present and communicate with internal and external partners;
- Must be proficient with Microsoft Office suite of products;

CORE CAPABILITIES:

- You see opportunity where others see obstacles and use this to your advantage to lead a company that strives on being an industry leader in serving their membership.
- You possess an abundance of personal drive and integrity as a leader that intersects with every part of the business.
- Love a challenge and the satisfaction that comes from achieving goals through working with high performing teams.

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