



Position Specification

Nova Mutual Insurance CHIEF OPERATIONS OFFICER

June 2022

NOVA MUTUAL INSURANCE

POSITION	Chief Operating Officer (COO)
LOCATION	Jarvis, Ontario
REPORTING RELATIONSHIP	President and CEO, Nova Mutual Insurance Co.
DIRECT REPORTS	3-5 Direct Teams reporting to COO
Business Model	Hybrid
WEBSITE	https://www.novamutual.com/

THE OPPORTUNITY

The Chief Operating Officer is a key contributor to the company's strategy and planning process and will be responsible both for the day to day operations of the company and executing on strategic objectives translating them into operational plans and goals. Working closely with the Leadership Team, the COO contributes to the successful achievement of Nova's values, vision, and goals. You will have an 'ear to the ground' and build strong and productive relationships with all business leaders, acting as a true partner and making operations a business enabler.

This critical role is accountable for all areas of operations including but not limited to growth, compliance, operational stability, and leadership.

The COO will work remotely and from our Head Office in Jarvis, Ontario. Travel throughout Southern Ontario will be required on a regular basis, with a minimum of one day a week working out of the Jarvis location.

Your key areas of focus will include the following:

- Strategic Planning
- Leadership of dedicated professional Teams
- Leadership Team Collaboration
- Operational Excellence
- Developing and Fostering External Relationships

COMPANY BACKGROUND

Nova Mutual is a place Where U Matter.

We are a new Mutual created through the union of two successful, profitable, and likeminded Mutuals in 2019. With over 150 years of experience our long-term success has come from our willingness to change, a strong team, and providing sustainable rates for policyholders at a fair premium.

We truly live our core values of Courage, Integrity, and Respect in our relationships with our Members, our Brokers, Our Team, our Partners, and our Communities.

Our team of dedicated professionals has allowed us to establish ourselves as one of the leading Mutual Insurers for rural communities in Southern Ontario, specializing in Agriculture, Commercial, Home, and Auto insurance, and we are proud to support the communities in which we do business.

We have witnessed substantial changes in the insurance market in our first 150 years of business and cannot wait for U to join our team and share in what the next century will bring.

YOUR EXPERIENCE and COMPETENCIES:

- Minimum 10 years of progressive career experience, including a minimum of 5 years in a leadership position.
- Minimum university degree in business and/or an advanced degree in a related field (FCIP) and/or business (MBA) is preferred.
- Minimum of 5 years' experience in P&C Insurance is required.
- Strong underwriting experience coupled with claims and loss prevention knowledge.
- Solid experience in operational forecasting and financial management.
- Excellent decision making and problem solving skills.
- Experience in data analysis and performance/operations metrics with the ability to prioritize and communicate to staff key objectives and tactics necessary to achieve organizational goals.

REQUIRED LEADERSHIP SKILLS:

Innovative Mindset: You see opportunity where others see obstacles and use this to your advantage to lead a company that thrives on being an industry leader by thinking differently.

Collaborative: You possess an abundance of personal drive and integrity as a member of a visible Leadership Team that intersects with every part of the business.

Leadership DNA: You show up in service of your people and the organization and build relationships on trust. You gain personal satisfaction from achieving goals through supporting, coaching, and nurturing high performing teams.

Financial and Business Acumen: You understand insurance, have a strong business sense, and are willing to challenge the status quo to co-create positive change alongside your Leadership Team.

COMPENSATION

The salary range for this position is \$108,000 ↔ \$162,000. Compensation will be commensurate with background and experience and will include a variable performance incentive as well as a full comprehensive benefits package.

CONTACT

Qualified individuals are invited to apply with their résumé and a cover letter, by July 1st, 2022. Please click on the following link to submit your candidacy:

[CLICK HERE TO APPLY](#)

Questions about this opportunity may be directed to Manie Walker at recruitment@satoriconsultinginc.ca or 905.599.8433 (talk/text)

ACCOMMODATIONS

If you require accommodation during the application or interview process, please advise us as soon as possible, so appropriate arrangements can be made.

Satori Consulting thanks all those who apply; however, only candidates considered for an interview will be contacted.