

MANUFACTURERS LIFE INSURANCE (BERMUDA BRANCH)**Title:** Case Manager**Reports to:** Managing Underwriting Director, Manulife Bermuda

Manulife Financial focuses on affluent and high net worth individuals by providing estate and business planning solutions using an array of innovative life insurance products. Our success in this market is a testament to Manulife's focus on distribution relationships and the value we bring to those relationships through our products, superior underwriting expertise, financial strength, and an Advanced Markets team that is second to none.

Responsibilities:

- Manage all administrative aspects of new cases from submission to issue, ensuring service levels and customer needs are met.
- Act as a primary contact for the distributors, ensuring their needs are met.
- Run Illustrations.
- Manage tight deadlines and address urgent cases.
- Meet established service standards in terms of time service and quality.
- Actively participate in the continuous improvement of business processes.
- Assist in maintaining an information database and produce reports and ad hoc analysis as required.

Qualifications:

- Strong technical competence with systems/databases/Microsoft office.
- Excellent customer service skills, negotiation and communication skills.
- Understands and uses appropriate method of communication when dealing with clients.
- Ability to build and maintain positive & solid relationships with internal and external customers.
- Excellent organizational and time service management skills and high attention to detail.
- Previous life insurance industry knowledge.

Experience/Education

- Post secondary degree.
- At least 3 years experience in the life insurance industry or financial services, related to new business or sales and marketing.
- Demonstrated leadership in growth/management of a back office.
- Life insurance exams/designations – Loma 1, 2 , ACS, if not, willing to complete within 2 years.

Interested candidates for this position should submit resume with a covering letter describing how they meet these requirements to: Manulife Bermuda, Attn: Office Manager, 48 Par-La-Ville Road, Suite 388, Hamilton HM11, Bermuda.

Closing date: December 28th, 2012.