



Kane (Bermuda) Limited

Operations Manager

Closing Date: April 1st, 2015

Kane (Bermuda) Limited is seeking an experienced and dynamic individual for the position of Operations Manager. Reporting directly to the Head of LPI Operations, the successful applicant will be responsible for managing a team of 10+ across all client accounts with responsibility for monitoring administrative processes and procedures to ensure compliance with procedures, accuracy, timeliness and measurable performance of ongoing administration of Life, Pension and Investment products and to ensure that contractual obligations with clients are met.

Responsibilities

- Prepares the service quality plan for each client.
- Monitors daily dashboards.
- Perform risk assessments to minimize/ mitigate account risks
- Conducts weekly Service Level Agreements review meetings with the team.
- Coordinating resource across all processes for the engagement.
- Play a lead role in existing and new client/ distributor implementations and defining of technology and reporting needs.
- Sales, Operations and Compliance liaison on product, operational policies and procedures
- Responsible for the development and training of the team.
- Implements identified opportunities in order to impact client business metrics.
- Providing inputs from an operations perspective to the SOW in order to ensure delivery alignment with contractual standards.
- Ensure that customer service and quality secures in the teams attitude and performance.
- Other responsibilities delegated by Management.

Qualifications

- Relevant Post-Graduate Degree.
- Minimum of twelve years experience in annuity or investment industries.
- Minimum of six years of people management experience including coaching and mentoring.
- Demonstrable domain knowledge of DTCC capabilities and processing.
- Prior experience working as subject matter liaison on product, compliance and operational policies within the investment industry.
- Good working knowledge of Microsoft Office suite of products.
- Excellent verbal and written communication skills.
- An exceptional work ethic with the proven ability to demonstrate initiative and meet deadlines.
- Superior customer service skills.
- A willingness to travel to international client sites.
- Ability to work extended hours, including weekends and public holidays.

Interested applicants are invited to apply in writing by sending your resume, covering letter (must indicate Bermudian, Spouse of Bermudian, PRC or Non-Bermudian) and two professional references to the following:

**resumes.bda@kane-group.com –
subject should state “Operations Manager”
No agencies please**