

## TEAM LEADER, CLAIMS

BF&M Life Insurance Company Limited offers a wide variety of Health & Life Insurance products to meet the needs of our individual & group clients. Reporting to the Assistant Vice President, Claims, the Team Leader will provide direct oversight of the Claims Team, ensuring quality service delivery to our clients and healthcare providers.

### Primary responsibilities of the role include:

- Direct supervision of the Claims Team, ensuring effective and efficient day to day operations of the Claims function and superior service delivery.
- Providing leadership and development, establishing performance measures in collaboration with Management.
- Monitoring and adjusting workflow and portfolio management to adjust for variances in claims volumes.
- Coaching Claims staff in resolving conflicts arising with internal and external clients.
- Ensuring service levels are met in accordance with applicable Service Level Agreements and Service Charters.
- Responsibility for the processing of KEMH Claims, as primary liaison for BF&M.
- Ensure compliance with Company and Department policies and procedures.
- Clarifying and determining payment of benefits.
- Regular interaction and communication with providers, clients and BF&M departments.

### Qualifications & experience:

- Bachelor's Degree in Business Administration or relevant field of study. Professional designations, such as FLHC or FLMI, or progress toward would be advantageous.
- A minimum of five years' related work experience; with 2-3 years' supervisory experience.
- Knowledge of processing procedures and controls and familiarity with medical coding and terminology.
- Understanding of fund recovery and anti-fraud concepts.
- Highly organized, with the ability to effectively prioritize, delegate, and motivate, to meet individual and team objectives.
- Effective communicator with strong writing skills and a professional manner.
- Demonstrated commitment to customer service, with the ability to handle sensitive matters with discretion.
- Working knowledge of MS Office products.
- Understanding of the Bermuda Healthcare environment, with knowledge of KEMH claims processes and coding would be considered an asset.
- Working knowledge of workers compensation, third party accident, death and disability claims processing would be considered an asset.

### TO APPLY:

Interested applicants are invited to submit a resume, cover letter and references, to:

Human Resources  
Department  
BF&M Limited  
P.O. Box HM 1007  
Hamilton HM DX

Or e-mail:

**[bfmjobs@bfm.bm](mailto:bfmjobs@bfm.bm)**

### CLOSING DATE:

Monday, 8<sup>th</sup> November 2016

*Headquartered in Bermuda, BF&M is a multi-jurisdiction insurance group with a proud, longstanding heritage. We offer an environment where employees can feel proud to work and have the opportunity to add value and grow while making a meaningful contribution to our community.*