

The Manufacturers Life Insurance Company (Bermuda Branch)

Titles Analyst (Review of Corporate and Trust Structures that will own life insurance policies. See below for details of role)

Dual Reporting to: Manager, Administration and Operations and Senior Manager Operations - Titles

Job Description (Primary purpose of this Role):

The Manulife Bermuda office provides life insurance products and services to international, high net worth clients through their distributors. The successful candidate would be responsible for review of ownership and beneficiary documentation for new business applications to ensure that proper requirements are received to support trust and corporate structures. This will include review of beneficial ownership and proper KYC due diligence as well as post issue changes such as Collateral Assignments, Ownership and Beneficiary Changes. In addition, the candidate should bring a working knowledge of contracts and a solid understanding of the estate, probate and trust process.

This position requires a high degree of accuracy in a fast paced environment that requires a sense of urgency for responses, given the customer's varying times zones. A significant part of the role are often complex as they pertain to areas of intricate corporate structures and trusts encompassing policy contract provisions and property rights. The candidate must have the ability to comprehend and analyze various documents in detail and then evaluate their completeness and take appropriate action. The candidate will be fielding questions from international distributors and often consulting with a senior member of the Toronto Titles team.

Individual Accountabilities:

- Review with high accuracy, New Business and In force Titles requests and documents; often comparing the documents to approved versions of the form
- Develop and maintain positive relationships with external distributors, internal staff and other departments
- Be part of a local team while also working with the Toronto Titles team in responding to client inquiries. The candidate must be comfortable working in a virtual environment.
- Review and handle escalated complex matters and consult with senior staff as required
- Coordinate the signing and acknowledgement of various documents, both copies and original documents for distributors
- Recognize and define problematic trends and patterns of client issues, workflows, policies and procedures and communicate to appropriate individuals
- Support various project work under direction of senior staff

Job Requirement:

- Minimum College diploma or Bachelor's degree (will consider equivalent working experience)
- Minimum 3 to 5 years experience within an individual life insurance operation
- Must be proficient with Microsoft Office products, particularly Word, Excel and MS Access
- LOMA or any industry related courses would be a asset

Competencies:

- Ability to independently research, evaluate and comprehend complex documents
- Must be comfortable working in an environment where applying theoretical concepts to different situations with slightly different outcomes
- Solid working knowledge of life insurance products and typical life insurance contract provisions
- Solid communication skills, both verbal and written. Must be comfortable interacting with clients based internationally. Must be able to write about complex matters and explain requirements in simple terms.
- Strong initiative and ownership of the role
- Logical, analytical problem solver who can creatively combine elements of complex issues and make sound judgments
- Demonstrated team player
- Strong organizational skills. Ability to prioritize multiple tasks under changing circumstances with strong sense of urgency.

Special Note: Some travel may be required for Training purpose

Interested candidates for this position should submit a resume with a covering letter describing how they meet these requirements to: trina_burch@jhancock.com

Closing date: December 29, 2016