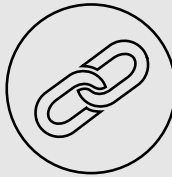




The BF&M difference?
Insurance the way
it should be.



STRONG

PROGRESSIVE

GROWING

Founded in 1903, the BF&M group of companies operates in Bermuda, Halifax and across the Caribbean. We take great pride in helping our customers protect what matters most, as well as giving back to the communities in which we work. We are an A (Excellent) rated company by A.M. Best and we offer competitive compensation packages along with comprehensive benefits.

VP, Client Experience

Reporting directly to the EVP, Life and Health Insurance, the VP, Client Experience is responsible for leading BF&M Life Insurance Company's Group Health, Life and Pension client relationship and customer service functions for Bermuda and the Caribbean. This role will be instrumental in building and articulating the Life Company's customer centric culture and vision and will lead the development of strategic and tactical client relationship and service plans consistent with the overall objectives and strategy of the BF&M Group.

Job duties and responsibilities:

- Develop and lead our Know Your Client initiatives
- Manage the Client Relationship, Customer Service Center and Customer Care Teams and act as the first point of escalation
- Lead and improve the capture and accurate reporting of client information and interactions
- Develop a process to track client feedback and complaints
- Improve customer service processes, policies and standards
- Determine the required frequency of client interaction for different size companies. Manage quarterly meeting records and ensure compliance
- Work with Group Health and Life and Pension Management teams to determine corporate content for communication to the client
- Work with Corporate Communications to oversee Life Company marketing campaigns and client events
- Manage client retention efforts
- Own the resolution process for escalated queries
- Ensure products and services are delivered in an agreed and timely manner
- Determine where we can add value and share our expertise
- Define and ensure we have successful new client onboarding
- Assist in the annual Group Health renewal process
- Manage client renewal meeting schedule and ensure the required follow up actions and documentation have taken place
- Provide training and development opportunities (plans) to staff to enable them to deliver a high standard of customer service

Skills and experience:

- Bachelor's Degree with a concentration in Business Administration or Marketing
- 8-10 years' customer service experience
- 5-10 years' experience managing a customer service team
- Advanced knowledge of insurance products and systems is an asset
- Ability to apply in-depth knowledge of the product lines, the underlying legal structures, compliance and profit issues
- Past experience creating a customer service platform
- Ability to balance creativity with a disciplined approach to ensure optimal trade-offs are made
- Previous experience creating a client communication strategy
- Prior experience driving customer service results
- Excellent interpersonal, influencing and relationship-building skills
- Exceptional communication skills
- Ability to follow through and determine actions
- Critical thinker who takes initiative
- Strong analytical, organizational and planning skills
- Willingness to be highly visible and engaged as a manager at all times

Closing date: Friday, February 22, 2019

Interested applicants should apply in writing with a resume to bfmjobs@bfm.bm or to VP, Group Human Resources, BF&M Limited, P.O. Box HM 1007, Hamilton HM DX.