



Assistant Operations Manager

Hamilton, Bermuda

Close Date: February 4th, 2020

We invent the new to help the world move forward. Combining powerful analytics and deeper insights with bigger ideas and innovative solutions, we free up our clients' potential, thereby fulfilling our own. Take it seriously. Make it fun. Know it matters.

DISCOVER your opportunity

As an Assistant Operations Manager for our Bermuda Global business, you will be responsible for the management of underwriting support staff who assist in processing all lines of business. You will ensure the team achieves all service delivery, timeliness, productivity and quality goals and identify and communicate regulatory compliance issues. This includes human resource management including coaching, counseling, goal setting and development of staff. You will promote teamwork and collaboration in a partnership with the Bermuda underwriters.

What will your essential responsibilities include?

- Conduct performance evaluations; recommend salary adjustments; coach and counsel staff
- Establish unit and individual goals in concert with the Operations Manager
- Ensure compliance with predetermined work flows and procedures
- Ensure compliance of the unit with Internal Audit, Peer Reviews and or FIC audit recommendations
- Assist with developing appropriate responses and action plans in response to internal and external audit findings
- Ensure work is completed in accordance with service standards
- Review and manage production and quality control reports and take appropriate action (eg data quality, reinsurance, production status control reports)
- Translate Quality, Timeliness, Productivity and Service Delivery requirements into individual, team and unit performance goals, recommend how and when performance measurements will be done and how to collect performance data
- Keep department management informed of status and progress in the unit
- Actively manage the team in all aspects, such as hiring, performance management, development and training, schedule coordination etc.
- Maintain open communication with the underwriters that the unit supports in order to foster partnership and teamwork

You will report to the Excess Casualty Operations Manager.

SHARE your talent

We're looking for someone who has these abilities and skills:

- College degree or equivalent experience with advanced insurance study preferred
- Three years leadership experience and/or leadership development via XL leadership development curriculum
- Appropriate combination of commercial P&C Insurance rating, coding, underwriting assistant skills
- Advanced knowledge of commercial P&C insurance policy forms and regulatory requirements
- Familiar with insurance operating systems used to rate, code, track or issue insurance policies
- Skilled with MS Office desktop software
- Knowledge of commercial P&C insurance products and tools such as ISO, NCCI, Regulatory and other informational web sites used in the commercial P&C business
- Proactive, independent worker with strong time management, problem solving and analytical skills
- Must be able to handle multiple priorities and work with limited direct supervision

Interested in this role?

Apply online at: <https://tinyurl.com/assopmgr>

FIND your future

AXA XL, the P&C and specialty risk division of AXA, is known for solving complex risks. For mid-sized companies, multinationals and even some inspirational individuals we don't just provide re/insurance, we reinvent it.

How? By combining a strong and efficient capital platform, data-driven insights, leading technology, and the best talent in an agile and inclusive workspace, empowered to deliver top client service across all our lines of business – property, casualty, professional, financial lines and specialty.

With an innovative and flexible approach to risk solutions, we partner with those who move the world forward.

Learn more at axaxl.com

Diversity & Inclusion

We know that a diverse workforce and inclusive culture enable business growth and are critical to our success. That's why we have made a strategic commitment to attracting and retaining the most diverse workforce possible, while creating a strong, inclusive culture where everyone is welcome and can contribute and reach their highest potential.

- Named to the Diversity Best Practices Index – 2017, 2018
- Signatory to the CEO Action for Diversity
- Signatory to the UK Women in Finance Charter
- Twelve Colleague Resource Groups around the Globe
- Robust support for Flexible Working Arrangements
- Enhanced family friendly leave benefits

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