RenaissanceRe

Claims Operations Manager

RenaissanceRe Holdings Ltd., through its operating subsidiaries, is a leading global provider of reinsurance and insurance. Our team shares a passion for providing exceptional service, innovation, creativity and a strong belief in the entrepreneurial culture which is a cornerstone of our competitive advantage.

The Claims Operations Manager is responsible for, but not limited to, leading a team, providing technical expertise to the members of the Claims Operations team, and leading and assisting with ad hoc projects when required. The role will support the global claims function and report to the Local Head of Claims.

Responsibilities include:

- Provide support to the global Claims department.
- Training, management, and development of Claims Operations Assistants in all aspects of technical processing, reporting and systems.
- Provide support (guidance/direction) to the global Claims Operations Assistants to ensure:
  - All incoming claim correspondence is:
    - Reviewed.
    - Claims set up in system, as required.
    - Added to the claim workflow system(s) and triaged accordingly.
  - Creation and updating of Event Groups in SICS platform (under guidance from Claims Managers).
  - Event IBNR and Ceded booking in SICS platform as required (under guidance from Claims Managers).
  - E-messaging processing and support, as necessary.
  - Shared deal reserving review and referral.
  - Static claim management (review/ chasing/ closure).
  - Claims cash management.
  - Ceded support.
- Support of Claim Managers as required with the Sarbanes Oxley (SOX) processes.
- Creation and circulation of claims management information and exception reporting as required.
- Support Claim Managers in audit planning and scheduling.
- Help create efficiencies and value creation (review existing processing and propose updates/changes as appropriate).
- Lead/assist with implementation and execution of special/ad hoc projects within the global Claims department.
- Assist in any special projects or ad hoc tasks that may be required by either internal or external parties.
- Development, implementation and documentation of processes and controls for efficient handling of claims.
- Assist with internal audit queries and testing requests.
- Manage requests from both Internal and External Auditors.
- Other tasks as necessary to support day to day functioning of global claims operation.
- Ensure all responsibilities are carried out with a high degree of quality, in a timely manner.

Education, Skills & Experience:

- A university degree required.
- Experience in (re)insurance essential.
- Proven organizational skills with the ability to handle a variety of duties in a timely and accurate manner.
- Excellent written and verbal communication.
- Experience presenting information in group settings with the ability to adapt messages to the needs of the audience.
- Demonstrated problem solving skills.
- Ability to challenge the status quo and identify innovative solutions to solve problems and improve work processes.

This is a fast-paced business environment, demanding a strong work ethic and a results-oriented approach.

Written applications with Curriculum Vitae should be forwarded via e-mail to careersbda@renre.com or to Human Resources, Renaissance House, 12 Crow Lane, Pembroke HM19.

Closing date for applications: Wednesday, March 31, 2021

No agencies please.

We seek diversity, create equity, and practice inclusion. Our people are at the heart of everything we do.

We are an equal opportunity employer. We provide equal opportunity to all applicants and employees regardless of race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, pregnancy, disability, military status or other legally protected categories.

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