VANTAGE
We See Risk Differently

Technical Specialist, Operations

About the Company

Vantage Group Holdings Ltd is a privately held, Bermuda registered company that provides specialty re/insurance through its wholly owned subsidiaries. Companies are operating in an increasingly uncertain world. Driven by relentless curiosity, our team of trusted experts provides a fresh perspective on our clients' risks. Designed for the future, Vantage adds creativity to tech-enabled efficiency and robust analytics to address risks others avoid.

About the Role:

The Technical Specialist, Operations, is responsible for handling a variety of Operations tasks to support our internal and external customers, insureds, brokers and consultants. This includes Re/Insurance Underwriting, Claims, Billing, Finance, and Data & Analytics teams. The position will participate in the development and implementation of new processes and systems to achieve our operational effectiveness goals. The ideal candidate will be a self-starter with the ability to work independently with minimum supervision.

Responsibilities will include:

- Provide excellent customer service and ensure re/insurance file documentation is of high quality and conforms to compliance and company standards
- Develop procedures and "document as you go" in order to review, improve and repeat operational processes
- Prepare policy documents, quotes, binders, certificates of insurance, endorsements and other notices
- Process new policies, endorsements, reinstatements, cancellations and more in submission and booking systems
- Work closely on teams with offshore resources in our business processing outsourcing (BPO) capacity
- Liaise with underwriters and underwriting specialists to collect all necessary information
- Review and reconcile detailed records to ensure accuracy and service performance are consistently achieved
- Process transactions and follow varied workflows dependent upon line of business, company, state, specific rules and regulations
- Run reports such as daily submission counts, premium booked, loss runs, etc and identify trends, anomalies, potential data issues.
- Participate in and understand the development of Operational KPI's and service standards
- Recommend improvements and innovative solutions while maintaining client and customer files and processing insurance transactions
- Participate in special projects as they arise demonstrating flexibility and adaptability in a start-up environment
- Understand end-to-end insurance business processes and the policy lifecycle
- Follow manual procedures and participate in future automation initiatives
- Work closely with IT department on requirements, workflows, testing and system enhancements

Qualifications / Skills:

- Prior experience in Commercial P&C Insurance is preferred.
- At least two years of experience working in a fast-paced corporate environment
- Strong computer literacy skills and proficiency in Microsoft 365 Suite
- Excellent verbal and written communication skills are essential
- Ability to handle multiple initiatives with competing interests for time and evolving priorities
- Strong interpersonal skills and a preference for collaborating with cross functional teams

Vantage Values

- **Do What's Right** – be a force for good, for our customers, shareholders, colleagues, industry and communities
- **Be Relentlessly Curious** – ask questions, listen to understand, challenge the status quo, look for ways to say YES, drive innovation, be opportunistic and disciplined
- **We're Better Together**– collaborate, be inclusive, supportive, respectful and humble, be a trusted partner internally and externally
- **Be Transparent** – in who you are, what you think, and how you work, seek and provide alternative points of view, be true to yourself
- **Make A Difference** –focus on impact, embrace technology, leverage data and analytics as critical assets, act intentionally to deliver on our mission

Vantage Group Holdings Ltd. is an equal opportunity employer. We value diversity and are committed to creating an inclusive environment for all employees.

Interested Applicants are invited to apply by Friday May 14, 2021
To the attention of:
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