



## Director of Operations

The Centre for Study of Insurance Operations (CSIO) is a national property and casualty (P&C) insurance technology association with insurer, vendor, and over 38,000 broker members across Canada. CSIO develops data standards, manages distribution network technologies and drives emerging technologies and solutions to enhance connectivity within the property & casualty insurance industry.

### Position Summary:

The Director of Operations will collaborate with senior leaders in the development and execution of CSIO's strategic roadmap and mandate. They will implement the strategy and initiatives of business process, digital and technology improvements designed to realize value optimization, efficiency, effectiveness and improved workflows in the broker distribution channel. There is a particular focus on the operations to improve digital connectivity between brokers, insurers, vendors and the end consumer.

Reporting to the Vice President, Strategy & Operations, the Director of Operations is responsible for overseeing the development, management and execution of a wide range of member engagement initiatives, promoting CSIO solutions to the industry, educating our members on the work we do, the relevance of emerging technologies and the importance of digitizing their business and customer experience.

The scope of the Director of Operations is broad, cross-functional and throughout all levels of the industry and required to define strategic priority opportunities with high levels of organizational impact within manageable levels of investment that generate optimal improvements in digital interactions with industry trading partners.

The successful candidate will regularly enhance their knowledge of industry technology trends and innovations to anticipate and proactively meet member needs. Most of all, this key strategic thought leader is passionate about driving continuous process improvements and will provide thought leadership to the P&C industry with the goal of improving business effectiveness between trading partners.

As the successful candidate, you will be an integral member of CSIO's leadership team and its Advisory Committees, national industry forums that drive digital innovation and ultimately improve customer experiences within insurance by identifying major operational issues, common challenges, and solutions to these topics. You will stay at the forefront of industry developments related to emerging technologies and business models and understand the implications, opportunities and threats for our members.

### What will you do?

- Facilitate the execution of our innovation strategy designed to transform operational processes within the P&C industry.
- Translate strategy into executable actions, including project development, operational reviews and scorecard metrics.
- Manage and evolve existing communications channels, and work with various stakeholders to translate information into interesting, exciting, succinct, and relevant content across various communications platforms.
- Establish excellent working relationships with CSIO members, industry regulators, broker relations teams, broker associations and other key stakeholders.
- Work with Senior Leadership to establish short- and long-range plans and to achieve organizational objectives.
- Coach and mentor the team to optimize their performance and personal and professional development.
- Securing consensus, alignment and engagement from stakeholders and effectively communicating the scope, anticipated outcomes, and deliverables to all project stakeholders.
- Define key KPIs that drive transparency of strategic initiatives and operational improvements.



- Execute a governance process to provide the senior leadership team with visibility into the performance of strategic initiatives.
- Evaluate research and market analysis to seek out opportunities to partner with third-party technology vendors.
- Utilizing agile project and program methodology to ensure projects are completed as agreed against a background of constantly changing and occasionally conflicting priorities.

#### **Skills & Qualifications:**

- University degree, preferably in business, communications, technology or a related field.
- 8 or more years of experience of P&C experience, with a focus on strategic planning, design, development, implementation and operations.
- Strong leadership and collaboration skills, with 5 or more years in a leadership role.
- Exceptional oral and written communication, ability to present confidently to senior executives, attention to detail and strong planning and management ability.
- Strategic vision and analysis: the ability to think strategically, anticipate future consequences and trends, set priorities and make smart decisions to help CSIO achieve its goals.
- Action-oriented, entrepreneurial, flexible, and innovative approach to operational management.
- Proven track record of operational expertise and leading multiple simultaneous complex initiatives.
- Able to forge strong partnerships throughout the industry and influence executives and teams without direct authority.
- Strong ability to prioritize and complete simultaneous projects within a frequently changing work environment.
- Ability to think strategically, anticipate future consequences and trends and incorporate them into the strategic plan.
- Ability to connect both on an individual level and in large groups; capacity to enforce accountability and cultivate entrepreneurship.

*CSIO is committed to providing reasonable accommodation for people with disabilities. Applicants are requested to make their needs known in advance.*