



Director, Communications

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.

Our dynamic Communications Team is responsible for 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.

Position Summary:

Reporting to the Vice President, Operations & Strategy, the Director, Communications is responsible for overseeing the development, management and execution of various communication, educational and member engagement initiatives that advance CSIO's mandate as a technology leader in the P&C insurance industry.

Key Responsibilities:

Communications Strategy

- Provide direction in the development and execution of the CSIO's external marketing and digital communication strategies
- Identify and develop marketing plans and initiatives, ensuring activities are aligned with CSIO's corporate goals and strategic direction
- Manage and evolve existing communications channels, and work with a team and various stakeholders to translate information into interesting, exciting, succinct, and relevant content across various communications platforms
- Develop and execute thought leadership content that is timely and engaging through social media, website content, press releases, articles and industry events
- Lead and develop a high-performing communications & membership team with clear roles and responsibilities
- Manage the development of communication plans and prepare and execute communications material that reinforces key industry initiatives
- Coach and mentor, the team to optimize their performance and personal and professional development
- Develop, manage, and maximize the efficiency of the communications and membership budget and department expenses
- Properly manage a network of contractors/vendors to address communication needs throughout the year

Industry Relations

- Direct and oversee membership activities designed to continuously provide value to new and existing members and strengthen member engagement
- Establish excellent working relationships with CSIO members, industry regulators, broker relations teams, broker associations and other key stakeholders
- Oversee membership renewal process, including management of membership assessments, member license agreements, and annual billings



- Collaborate and manage relationships with executives and senior leaders for purposes of developing and implementing communications strategies
- Create a team culture that reinforces high levels of collaboration, efficiency, participation, commitment and excellence

You have:

- Bachelor's degree in communications, business or a related field
- Minimum 5-7 years of management experience
- At least 7-10 years of progressive experience in communications and/or digital communications
- Previous experience in P&C insurance or technology industries is an asset
- Exceptional interpersonal, written and oral communication skills, including presentations to clients/members
- A penchant for creative problem solving, attention to detail, ability to adapt, and exceptional work ethic
- Demonstrated mastery of project management and strong ability to prioritize and complete simultaneous projects within a frequently changing work environment
- Proven ability to take initiative and champion projects from conception through implementation to evaluation
- Highly motivated to work in a fast-paced, team-oriented environment
- Demonstrated critical thinking, entrepreneurialism and attention to detail in all work delivered
- A track record for attracting, developing and retaining strong talent and for building and inspiring a high-performance team

To apply for this position, please email your cover letter and resume to careers@csio.com.

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