



Director, Standards and Insurance Operations

The Centre for Study of Insurance Operations (CSIO) is a national property and casualty (P&C) insurance technology association with insurers, vendors, and over 43,000 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, Standards and Insurance Operations will collaborate with senior leaders in developing and executing CSIO's strategic roadmap and mandate. This role will lead the establishment and maintenance of the comprehensive industry data standards that guide the P&C industry. This includes developing protocols and frameworks that ensure data consistency, accuracy, and compliance with regulatory requirements. The Director will oversee the implementation of these standards across the industry, facilitating training and support to ensure that all members adhere to best practices. By fostering a continuous improvement and innovation culture, the Director will work to identify emerging trends and technologies that can enhance data management processes.

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

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 through the development of standards between trading partners.

As the successful candidate, you will be an integral member of CSIO's leadership team and its Steering and Advisory Committees, which drive digital innovation and ultimately improve customer experiences 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.

Key Responsibilities:

1. **Standards Development:** Lead the creation and updating of underwriting, claims, and operational standards to ensure consistency and compliance across the P&C industry.
2. **Research and Analysis:** Conduct research on industry trends, regulatory changes, and emerging risks to inform standard development and adaptation.
3. **Collaboration:** Work closely with various member organizations to align standards with operational needs and regulatory requirements. Establish excellent working relationships with CSIO members, industry regulators, broker relations teams, broker associations and other key stakeholders.
4. **Training and Implementation:** Develop training programs and materials to educate members on new standards and best practices, ensuring effective implementation across the industry.
5. **Quality Assurance:** Establish metrics and processes for monitoring adherence to standards and implementing improvements as necessary.
6. **Stakeholder Engagement:** Collaborate with member organizations and external stakeholders, such as regulators and industry associations, to align standards with broader industry practices.
7. **Reporting:** Prepare reports and presentations for senior management, summarizing standard development initiatives, compliance status, and recommendations for improvements.



8. **Innovation:** Foster a culture of innovation by identifying opportunities to enhance processes and standards in response to changing market dynamics.
9. **Risk Management:** Assess and mitigate risks associated with non-compliance or deviations from established standards.
10. **Leadership:** Provide guidance and support to working groups and committees involved in standard development and implementation, fostering a collaborative and results-oriented environment.

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.

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.