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### General Manager

AP Insurance

Surrey, BC

Full time, Permanent

At AP Insurance, our clients deserve the best. The same goes for our people. As the General Manager, Insurance Operations, you will help our team and clients receive the best that AP Insurance has to offer, and you will receive the same in return.

### Position Summary

In the role of General Manager, Insurance Operations, you will be responsible for leading the successful implementation of our multi-year growth strategy for Insurance Services. This includes evolving our current processes for growth and leading, coaching and developing insurance team members.

The focus of the role is to manage the sales team to deliver on financial and productivity targets. The Manager will also oversee the daily operations by providing real time supervision and coaching for the AP Insurance staff and will also be responsible for implementing and promoting corporate initiatives, standards and practices. The Manager will always act as a source of positive brand impressions, with the intended goal of building long-lasting relationships with our clients and our AP team.

### As a Manager, Insurance Operations, your key accountabilities will include:

- Build, lead, coach and develop the Insurance Services team to ensure service delivery excellence, support the Insurance division's growth strategy and foster team engagement and professional growth.
- Resourcing – ensuring the team is resourced appropriately and assist with the hiring process.
- Performance management – Establish and monitor clear goals, KPI's to meet company sales objectives and provide consistent feedback performance.
- Operationally manage the Insurances Services department including oversight of all insurance processes, reporting and data base management.
- Disciplined risk management including completion of opening and closing activities and adherence to security requirements, adherence to audit and underwriting standards to minimize risk and limit potential for errors and omissions and documentation, investigation and reporting of any potential risk issues or concerns.
- Optimize productivity by reviewing and analyzing current processes and procedures. Identify opportunities to create efficiencies and enhance service delivery.
- Ensure all processes and procedures are documented, kept up-to-date and are consistently applied.
- General administration including the preparation of company working schedules, managing of vacation schedules, ensuring the safety and security of the office including but not limited to securing cash, and/or cash equivalent on site, confidential documents and alarm codes.



autoplan

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**Your experience and qualifications will include:**

- Related work experience within the insurance industry is essential.
- Insurance General License, Level 2 or 3 (Required)
- Previous team leadership/management experience (3 years, Preferred)
- Experience creating and leading internal process reviews and projects.
- Advanced MS Word, Excel Outlook and CRM skills. Experience with other productivity, reporting resource management tools is an asset.
- You are legally eligible to work in Canada for any employer.

**AP Insurance offers you:**

A competitive package including salary and commission pay, benefits (Dental, Disability, Extended Health Care, Life Insurance, Vision Care), continuing education and training and tremendous potential for personal and career growth within a growing organization.

### **About AP Insurance**

At AP Insurance, we are passionate about protecting a future our clients can't predict. We are a team of dedicated, licensed brokers, located in Surrey, B.C., focused on offering our clients the best products on the market that adapt to their lifestyle. We offer auto, home, business, life, travel and marine insurance. We aspire to be one of the best places to work for those who value integrity, teamwork and growth.

Application closing date is April 30, 2021.

Please include both cover letter and resume in your application. Thank you for your interest in this position. We are an inclusive equal opportunity employer. Due to volume, we will only be contacting potential candidates.