



Director of Policy & Implementation

Job Summary:

We are seeking an experienced Assistant Director of Policy and Implementation to lead our team of Policy Issuance Specialists in stop loss business. This position plays a pivotal Compliance role in managing a team in the issuance of insurance policies and verification of producer license and appointments. The Assistant Director will also participate in product development and business analysis initiatives, and is vital in ensuring new groups are implemented efficiently by coordinating with the client and our claim and finance teams.

Primary Responsibilities:

- Manage daily sold case workload
- Policy development, issuance and maintenance of stop loss policies
- Accuracy of Active and Broker Databases.
- Assist team in reviewing policy forms and broker licensing
- Maintain and renew-MRM licenses in all states
- Work collaboratively with Underwriting, Marketing, Claims, Finance, and IT departments
- Manage the team of Policy Issuance Specialists
 - o Follow up on pended cases
 - o Turnaround time goals are met
 - o Request renewal RFP information
- Ensure new cases are implemented efficiently
 - o Work with client/claims/finance to resolve missing information
 - o Serve as main contact for client during implementation

Other Responsibilities:

- Work on more complex cases
- Assist the onboarding of new clients and develop new products
- Participate in special projects
- Maintain up to date procedure documentation for the department
- People management of Policy Issuance Specialists including onboarding and training of team members, performance management, and company policy adherence.

Experience/Skills:

- Maintain positive attitude and serve as a role model for team.

- Attention to detail with strong analytical skills.
- Proficient in Access and Excel.
- Good communication skills both written and verbal.
- Ability to handle heavy workload and rush requests.
- Ability to handle changing procedures and priorities. Well organized.
- Anticipate customer expectations.
- Clearly communicate performance standards and address issues.
- Promote continuous learning.
- Bachelor's degree or equivalent experience