

We are currently seeking a highly motivated Assistant Manager/Manager, Reinsurance Operations to lead the administrative portion of our North American reinsurance business performed within MBPS.

The incumbent will be responsible for overseeing a team of Reinsurance analysts, ensuring that reinsurance is correctly and appropriately administered for various transactions and policy changes across Canadian and U.S. reinsurance contracts.

The successful candidate will have the opportunity to work with cross-disciplinary teams within Manulife, with opportunities to work on cross-segment issues and initiatives.

### **Position Responsibilities:**

**Strategic Thinking:** Participate as part of the Group Reinsurance Management Team responsible for strategic planning and leadership; identify opportunities for the business to further its goals. Contribute to the strategic operational direction for the business, especially as it relates to Operations. Participate in key decisions on major projects and initiatives with business unit wide impact.

**People Leadership:** Effectively use strong communication skills to translate Segment business strategy into workable plans/projects for the administrative function. Lead, motivate, and develop your team. Set clear objectives for direct reports to attain business goals. Play influential role in leading an operational team in growth and in driving change, while working in a complex and changing environment. Lead and develop a customer centric culture by attracting and developing high performance employees and providing career growth opportunities in the area. Assume the role of expert, advisor, teacher, and mentor to direct reports and to the more junior members of the organization, in a variety of business situations.

**Business Acumen:** Advocate streamlining of reinsurance structures by identifying potential issues with structure as well as policy features which may result in onerous implementation or ongoing operations requirements. Provide business direction and planning to prioritize the development and maintenance of administration systems and other support technologies. Develop and implement programs and benchmarks to measure quality and productivity within Reinsurance Operation's processes.

**Personal Effectiveness:** Demonstrate strong achievement orientation and look for continuous ways to improve, continually pushing for results, looking for new ways to increase operational effectiveness, value-added insights and motivate surrounding teams. Ability to lead in ambiguous high-pressured environments, providing guidance and showing resilience in the rapid pace of change. Strong and practical risk taker focused on

continuous self –development.

**Required Qualifications:**

- 2-5 years of experience leading or consulting for an operational team
- Understanding of core operational principles including productivity, service level agreements, quality ratios, and operational controls
- Proven track record of improving or enhancing operational performance
- Demonstrated ability and willingness to lead using a hands-on approach, stepping in to directly support the team at times
- Strong technical skills with high proficiency in Microsoft Excel
- Strong knowledge of insurance principles, practices, and trends
- Exceptional communication and change management skills
- Strong analytical and problem-solving capacity
- Demonstrated ability to manage multiple priorities in a demanding deadline driven environment
- Amenable to work in UP Ayala Technohub (Quezon City)
- Amenable to work in a hybrid set-up (3x onsite per week)
- Amenable to work in a night shift schedule

**Preferred Qualifications:**

- Reinsurance technical knowledge would be an asset.
- Experience with SQL and Power Automate would be an asset.
- Knowledge and experience with TAI systems
- Experience working with AWD or other workflow management tools
- Sigma Six or other training targeting process improvement and workflow mapping

**When you join our team:**

- We'll empower you to learn and grow the career you want.
- We'll recognize and support you in a flexible environment where well-being and inclusion are more than just words.
- As part of our distributed team, we'll support you in crafting the future you want to see!

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***Let's make every day better together. Learn about our opportunities at [careers.manulife.com](https://careers.manulife.com)***

*Ready to join our high-performing team of Actuarial experts? Apply today!*

*For inquiries and applications, please contact:*

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