

UNIT MANAGER COMMERCIAL LINES

LloydSadd
INSURANCE BROKERS

NAVACORD®

EDMONTON or CALGARY| Reporting to: Director of Service

POSITION OVERVIEW

The Unit Manager, Commercial Services is responsible for providing overall leadership and direction to several service teams. In Insurance, we are trusted advisors and we mitigate risk. As a Unit Manager, you are a team leader, you are a congenial and cooperative teammate with an efficient, precise work ethic. You are someone who is driven to protect the company against risk. Socially focused, naturally empathizing with people, easily seeing their point of view or understanding their emotions. Accommodating; most comfortable working with others, often puts team/company goals before personal goals. Support the team to ensure things don't fall through the cracks and you follow up to ensure service commitments are made and kept, on time. Driven to achieve operational efficiencies thinks about what needs to be done and how it can be done as fast as possible while maintaining a high-quality outcome.

WHAT YOU'LL DO

Be a strong leader and communicator

- Develop a high performing team;
- Support, reward and recognize team contributors;
- Initiate team-building events;
- Foster and develop open two-way communication by conducting meaningful, informative and productive monthly team meetings.

Help Find and Develop Talent

- Assist with recruiting, training and developing team members;
- Ensure performance reviews are conducted on a regular, timely basis; feedback is meaningful and effective in generating desired results;
- Work alongside the Leadership Team to ensure an effective quarterly review process is in place to provide appropriate direction, coaching and counselling in the areas of growth;
- Ensure that training and/or performance concerns are identified and that appropriate plans are in place and monitored on a regular basis;
- Provide input into compensation at time of hire and annual adjustments if appropriate.

Help Growth

- Participate in the annual business planning process;
- Actively participate in appropriate community and/or business/social functions.
- To ensure that an excellent standard of customer service is consistently delivered by the entire team;
- Ensure every employee is aware of and understands the "Lloyd Sadd Service Guidelines", and monitor performance relative to these service standards;
- Lead by example by providing the highest standard of service (exceeding the service guidelines) to staff and external clients where applicable.

REQUIREMENTS:

- Strong depth and breadth of commercial and personal insurance experience required
- Level II license required
- C.I.P. or C.A.I.B. designation(s) preferred or working towards
- Solid understanding of policy wordings/coverages
- Strong attention to detail, time management, problem solving and analytical skills
- Advanced skills in Outlook, Excel, Word and EPIC
- A well-defined sense of diplomacy, conflict resolution, and time management skills; and
- Experience developing others.

Qualified candidates are invited to email their resume and cover letter to: hr@lloydsadd.com.

Lloyd Sadd is actively committed to support diversity, equity, and inclusion. We serve and recognize and respect human differences and similarities. We value the diversity of people and actively encourage women, indigenous peoples, members of visible minorities, people with disabilities, and lesbian, gay, bisexual, transgender, and queer (LGBTQ2+) persons to apply.