



SENIOR ADMINISTRATOR, SERVICE INSURANCE

Are you looking to expand your skills and be part of a talented team? Are you respectful, bold, responsive and transparent? Are you an innovative go-getter who becomes energized working in a challenging, team-oriented environment with a passion for those in healthcare? Then join the Ontario Medical Association Insurance (OMAI).

OMA Insurance offers a complete portfolio of insurance solutions and service to OMA members in Ontario, as well as members of the Atlantic medical associations. Our vision is to be the number one trusted insurance provider of exclusive, competitive and integrated advice, service and solutions tailored to meet the unique protection needs of physicians and their families, while providing unparalleled member experience. Our goal is to provide medical professionals with the right insurance coverage at every stage of their career.

The **Senior Administrator, Service** is accountable to the Manager, Service & Operations for providing customer service and product information to members of the OMA, NLMA, MSPEI, NBMS and DNS, and their families on OMA insurance programs. Major duties include responding to members' enquiries; sharing member feedback on the performance of external administrators and insurers; participating in business initiatives; and providing support to the Department's group plan administrator.

RESPONSIBILITIES AND DUTIES

- Act as a first point of contact for member's calls, emails, faxes, correspondence, survey to facilitate resolution of member complaints, administrative, underwriting and claims issues to full resolution
- Communicate detailed information on
 - OMA Insurance plan provisions, eligibility, underwriting requirements
 - application and claims processes
 - in-force coverage to members and other stakeholders
 - consequences of requested changes to insurance coverage
- Perform appropriate follow-ups and audits to resolve member inquiries and validate business partner performance; escalate issues to administrator and/or management as appropriate; coordinate with and assist business partners for appropriate resolution of customer and administrative issues; make appropriate referrals to OMAI advisors and/or other business partners;
- Collect and document member feedback of satisfaction with OMA insurance products, processes and services; document and track complaints, actions taken, underlying issue and final resolution for member as well as corrective action(s) taken by administrator or business partner; maintain applicable reports as required;
- Contribute to or actively participate in internal and external business initiatives (such as contractual offers, annual renewal, annual premium refund), product implementations and changes; provide input and participate with stakeholders in developing or enhancing administrative forms, marketing material, communications and processes for OMA Insurance programs; contribute to the development of internal tools;
- Participate on and contribute to developing and/or enhancing internal Service & Operations team processes and/or department systems, and documenting and/or updating procedures as required;
- Present ideas for discussion, providing feedback based on insight gained from contact with members; recommend new practices and procedures that will contribute to a positive member experience and overall efficiency.

Our Offer

- Fantastic opportunity to grow with the team and shape the strategic direction of the company
- Paid professional development
- Friendly and dynamic work environment
- Competitive salary and group benefits package

Skills and Experience:

- Required - Community College Diploma in Business Administration, or equivalent; or Commerce. Preferred – LOMA ACS designation or equivalent insurance courses.
- 2-5 years administrative experience in life and health insurance.

Interested candidates should forward their cover letter and resume to the Human Resources Department at hr@oma.org quoting "Sr. Service Administrator, OMAI" in the subject line.

Ontario Medical Association is an equal opportunity employer. We will accommodate your needs under the Ontario Human Rights Code.