

Job Posting



Job Title: Aviation Manager (AVM) **Reporting To:** Belinda Bryce, VP-Aviation

Department: Aviation **Location:** Markham Office

Start Date: TBD

Company Overview:

The Magnes Group Inc is one of Canada's leading independent insurance brokerages. Magnes has unique commercial insurance expertise in several industry niche markets such as Aviation Insurance, as well as private client insurance and corporate group benefits consulting. Magnes offers specialized services ranging from global insurance placement to innovative risk management strategies.

Magnes is licensed nationally across Canada with offices in Oakville, Toronto, Vancouver and Montreal. Magnes is also proud to be a member of the exclusive Assurex Global Network. Our clients benefit from strategic international partnerships with the ability to “think globally and act locally”.

Magnes proudly employs some of the best insurance professionals in the business. Our team consists of a dynamic group of individuals, including some of the brightest minds in risk management. Our vision is to be a “magnetic” organization that naturally attracts and retains the very best in class of clients, suppliers, partners, and most importantly, our employees.

For more information, visit our website: www.magnesgroup.com

Position Summary & Objective:

- The AVM will provide leadership and support within the aviation team at Magnes. The AVM will directly supervise and lead staff in areas of programs, customer service, claims and administration, in accordance with the department’s goals and company core values.

Essential Functions:

- To implement an annual business plan within the approved budget, in conjunction with the VP-Aviation.
- To continuously evaluate operation workflows and procedures in order to improve efficiencies, increase team productivity and to search for best practices in delivering daily customer service and value-added client solutions.
- To promote the company core values & competencies through leading by example and displaying strong willingness & ability in your daily performance.
- Work with other operations units such as IT, Accounting, Human Resources, Claims, and Employee Development & Training.
- To promote a team environment by cultivating effective communication & recognition, strong relationships and regular team meetings.

- To participate in the training of new hires within the team, as well as providing ongoing feedback, day to day coaching and mentorship for team members by acting as an exemplary role model.
- To promote accountability for quality of work and key performance goals within the team (i.e. service, retention & growth).
- Be involved with annual Performance Management Plan (PMP) for team members.
- Ensure workload within the team is appropriately balanced.
- To perform routine audits in order to monitor quality of work in order to ensure that department workflows and company procedures are understood and being complied with by fellow team members.
- To monitor accounts receivables in order to ensure timely collection and minimize potential bad debt write-offs.
- Assist with the internal investigation and client resolution of any potential E&O claims.
- Manage daily employee concerns and performance issues within the team, and escalate to Management or Human Resources prior to any potential disciplinary action.

Additional Duties:

- Manage office attendance.
- Assist with the process of employee recruitment, candidate interviews, and the selection of new team members.
- Assist in reviewing compensation for team members.
- Handle general office management for Markham location.
- To participate in aviation and insurance industry functions on behalf of Magnes. (travel required)

Performance Expectations:

- Adherence to department workflows
- Adherence to department service standards to clients, employees & vendors

Leadership Competency Standards:

- ANALYTICAL SKILLS – Ability to use thinking and reasoning to solve a problem.
- ASSERTIVENESS – Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- CHANGE MANAGEMENT – Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- COACHING AND DEVELOPMENT – Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- CONFLICT RESOLUTION – Ability to deal with others in an antagonistic situation.
- CONSENSUS BUILDING – Ability to bring about group solidarity to achieve a goal.
- DECISION MAKING – Ability to make critical decisions while following company procedures.
- DELEGATING RESPONSIBILITY – Ability to allocate authority and/or task responsibility to appropriate people.
- EMPATHETIC – Ability to appreciate and be sensitive to the feeling of others.

- **NEGOTIATION SKILLS** – Ability to reach outcomes that gain the support and acceptance of all parties.
- **PERSUASIVE** – Ability to influence others to change position or to adopt a specific point of view.
- **PROBLEM SOLVING** – Detects potential problems at an early stage and seeks to solve them before they escalate. Uses analytical skills and creativity to solve problems. Knows when to ask for assistance or advice. Utilizes the available resources of the company.
- **PRODUCT AND MARKET KNOWLEDGE** – Understanding and awareness of products and services offered, not only by MAGNES, but also by competitors. Takes the time to understand customer needs and is able to match products and services to those customer needs. Up to date on current industry changes.
- **RELATIONSHIP BUILDING** – Ability to effectively build relationships with customers, suppliers and co-workers.
- **TEAM BUILDER** – Ability to convince a group of people to work toward a goal.
- **WORKING UNDER PRESSURE** – Ability to be flexible and complete assigned tasks under stressful situations in a professional manner.

Core Competency Standards:

- **ACCURACY AND ATTENTION TO DETAIL** – Ability to perform work accurately and thoroughly.
- **COMMUNICATION** – Ability to communicate effectively with others using the spoken and written word. Ability to actively attend to, convey, and understand the comments and questions of others.
- **CONFIDENTIALITY** – Ability to maintain strict confidentiality in accordance with MAGNES privacy guidelines for client and employee information, as well as proprietary information.
- **CUSTOMER ORIENTED** – Ability to take care of the customers' needs while following company procedures.
- **RELIABILITY** – The trait of being dependable and trustworthy.
- **TEAMWORK** – Ability to be part of a team and work cohesively to achieve goals.
- **TIME MANAGEMENT** – Ability to utilize the available time to organize and follow a systematic method of prioritizing tasks in order to complete work within given deadlines.
- **PROFESSIONALISM** – Represent MAGNES professionally both internally and externally at all times.
- **INITIATIVE** – Ability to make decisions or take actions to solve a problem or reach a goal.
- **SELF-MOTIVATED** – Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.
- **RESPONSIBLE** – Ability to be held accountable or answerable for one's conduct.
- **RESPECT** – Values the backgrounds, experiences, opinions, feelings and the contribution of everyone in the course of delivering our services.
- **INTEGRITY** – Recognizes that building trust demands honesty. Displays a commitment to doing what we promise. Ability to be truthful and be seen as honest and credible in the workplace.
- **INNOVATION** – Constantly strives to improve both our culture and the value proposition to our customers by searching for better solutions, processes and tools.

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Skills & Qualifications:

Education	- University Degree required
Languages	- Ability to speak French would be viewed as a definite asset
License & Certification	- RIBO (or other provincial equivalents) License required, CAIB, CIP, & CRM is an asset
Industry Experience	- Minimum five years of industry experience, minimum three years of managerial experience & minimum two years of customer service experience. Aviation experience is a definite asset, but not essential.
Computer Skills	- Highly proficient in automation of transactional workflows; proficiency in TAM, advanced MS Office, & Excel skills
Other Technical Skills	- Working experience of Company Portals is a definite asset, but not essential

Compensation:

- Salary Range Guideline
- Bonus Incentives
- Vacation Days
- Personal Days & Birthday
- Sick Days
- Group Benefits Plan
- Registered Retirement Savings & Pension Plan
- Education Reimbursement
- Recruiting Referral Fees

Please send Cover Letter & Resume to: Careers@magnesgroup.com