

OLHI DISPUTE RESOLUTION OFFICER

JOB DESCRIPTION

COMPANY DESCRIPTION:

The OmbudService for Life & Health Insurance (OLHI) is a national independent complaint resolution and information service for consumers of Canadian life and health insurance products and services, including life, disability, employee health benefits, travel, and insurance investment products such as annuities and segregated funds.

We were established in 2002 as a Not for Profit corporation and operated under the name “Canadian Life and Health Insurance OmbudService” until August 17, 2009. OLHI is a member of the Financial Services OmbudsNetwork (FSON), a Canada wide dispute resolution service supported by Canada’s financial services regulators and financial services firms.

SPECIFIC JOB DUTIES:

- Responding to incoming calls from consumers who wish to discuss their complaints;
- Conducting preliminary analysis of consumer concerns and complaints involving life and health insurance products and services;
- Developing a thorough understanding of consumers concerns through telephone and/or written communications;
- Developing a thorough understanding of the insurance company’s position in a dispute;
- Requesting and assembling documentation required to evaluate complaints;
- Recording complaint information in data base and maintaining accurate and timely records of complaints;
- Producing written complaint analysis and preliminary correspondence on a complaint.
- Provide recommendations on complaint resolution, including recommendations to escalate complaints to a higher level within our process;

OTHER JOB DETAILS:

- Full time position
- Located downtown Toronto or downtown Montreal

JOB COMPONENTS

Communications/Interpersonal Dimensions:

- The ability to communicate verbally and in writing at a professional level;
- Superior verbal and written communication skills;
- Tactful communication (written, verbal and occasionally personal meetings);
- Bilingual, French and English, preferred

Skills:

- Strong attention to detail and high degree of accuracy;
- Empathetic listener and effective communicator;
- Superior analytical skills, both oral and written;
- High level of integrity, confidentiality and accountability;
- Data entry and file management;
- Strong computer skills with an advanced understanding of Word, Excel, Outlook and database management.

Required knowledge and competencies:

- Prior experience in ensuring and maintaining consumer/customer satisfaction;
- Proven experience in dispute resolution, mediation and negotiations
- Wide range of general knowledge involving:
 - Life insurance company functions: claims, marketing & sales, service and underwriting;
 - Products: life, health, disability, investment and retirement products;
 - Group, individual and creditor insurance;
 - Life and health insurance contracts;
 - Industry practices such as underwriting, billing and privacy and;
 - The role and conduct of agents and brokers in selling products and servicing clients.

BACKGROUND / EXPERIENCE:

- 10 to 20 years experience in the life and health insurance industry;
- Recent senior level experience in consumer dispute resolution, preferably as an Ombudsman Liaison Officer or Senior Complaint Officer role.