



"Immediate requirement"

Insurance Operations Manager

Company: First Advisor Insurance Brokers Pvt. Ltd.

Job Location: Mumbai-Goregaon East

Office Address - First Advisor Insurance Brokers Pvt. Ltd.

Express Zone, Office No. 410, A Wing,
Western Express Highway,
Malad East, Mumbai – 400063

Department: Insurance Operations

Industry: Insurance Broking

About the Role

We are looking for an experienced and result-oriented **Insurance Operations Manager** who can independently handle, monitor, and control the **end-to-end insurance operations** of the company.

The ideal candidate should have strong knowledge of insurance operations and the ability to **lead and monitor the operations team, improve processes, ensure timely policy servicing, resolve escalations, and maintain operational accuracy and efficiency.**

Key Responsibilities

- Manage and monitor **end-to-end insurance operations** across different insurance products.
- Supervise the daily activities and performance of the Operations Team.
- Ensure timely processing of **quotations, proposals, policy issuance, renewals, endorsements, cancellations, claims coordination, and policy servicing.**
- Monitor policy documentation and ensure accuracy of customer and policy data.
- Coordinate with **insurance companies, customers, sales teams, and internal departments** for smooth operations.
- Track pending cases and ensure timely closure within defined TAT.
- Monitor **renewals, expiries, pending policies, endorsements, payments, and customer requests.**
- Handle and resolve operational escalations and customer complaints.
- Prepare and monitor daily/weekly/monthly **MIS and operational reports.**
- Set team targets, monitor productivity, and conduct regular performance reviews.
- Identify operational gaps and implement effective **SOPs and process improvements.**
- Ensure proper maintenance of customer and policy records.
- Coordinate with the compliance/management team and ensure operations follow applicable insurance guidelines and company policies.
- Train and guide team members on insurance processes, systems, documentation, and customer servicing.
- Work closely with the Sales Team to ensure smooth conversion of business from sales to policy issuance and servicing.

- Ensure strong coordination between **Sales, Operations, Accounts, Claims, and Insurance Companies.**
- Report operational performance, issues, and improvement areas to senior management.

Candidate Profile

- Graduate in any discipline; **Insurance/Finance/Business Administration background preferred.**
- Must have strong knowledge of IRDAI rules, regulations, guidelines and compliance requirements applicable to insurance brokers.
- Must have experience in maintaining proper **policy documentation, records, processes, compliance checks and audit requirements.**
- Minimum **5 years of relevant experience in insurance operations**, preferably with an insurance broker or insurance company.
- Experience in managing and monitoring an operations team.
- Strong knowledge of policy processing, renewals, endorsements, documentation, and customer servicing.
- Good knowledge of **MS Excel, MIS reporting, CRM/Insurance systems.**
- Excellent communication, coordination, problem-solving, and team-management skills.
- Ability to work independently and take ownership of operations.
- Strong attention to detail and ability to manage multiple activities simultaneously.

What We Offer

- Leadership opportunity in a growing insurance broking company.
- Opportunity to manage and build a strong insurance operations team.
- Professional and performance-driven work environment.
- Competitive salary based on experience and capability.

If you have strong insurance operations experience and are ready to take complete ownership of the operations function, we would like to hear from you

Employment Type: Full Time. Mode of Application: Suitable candidate can mail their updated resume to tohrfirst@firstadvisorsinsurance.com