

 Canadian Association of Financial Institutions in Insurance (CAFII)  

## Operations Manager

Ontario, Canada · Reposted 4 weeks ago

 \$75K/yr - \$95K/yr · Remote · Full-time

 1-10 employees

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 No longer accepting applications

### About the job

Do you enjoy working in a highly professional environment where you can play a pivotal role in bringing together industry executives on common issues, who are dedicated to delivering meaningful choice to their consumers? Have you been searching for an opportunity to grow your career in a high impact industry with a motivating leadership team, dedicated to fostering your professional progress and success?

CAFII is the exciting intersection of high level executives in the Finance and Insurance industries, with government officials and regulating bodies. CAFII's intimate team works in a fully remote environment between in-person events.

CAFII is a not-for-profit industry Association celebrating over 25 years as a key stakeholder in Canada's life and health insurance sector. We bring together tremendous competitors and find common ground.

CAFII delivers a united voice for financial institutions involved in selling insurance through a variety of distribution channels. CAFII believes that consumers are best served when they have meaningful choice in the purchase of insurance products and services. Our members offer credit protection, travel, life, health, and property and casualty insurance across Canada through client contact centres, agents and brokers, travel agents, direct mail, branches of financial institutions, and the internet. CAFII's members are Canada's leading banks, credit unions, and insurers.

CAFII is seeking an **Operations Manager** to provide support to the Executive Director and the Association generally around key operational and process matters.

#### Location and Nature of Position

As is the case for all CAFII team members, the Operations Manager will work almost exclusively from their home office. CAFII has always endorsed a remote work model. The Operations Manager position is a full-time, 37.5 hours per week role.

Key Responsibilities and Accountabilities:

Reporting to the Executive Director, the Operations Manager will have the following responsibilities and accountabilities:

### Operations, Process, and Project Management

Organization and execution of Executive Operations Committee (EOC) meetings, EOC sub-committee meetings, Board of Directors meetings, and the Annual Meeting of Members (AGM), including the preparation of agendas and related materials for these meetings;  
Organize and execute occasional electronic voting of the Board  
Operations support in the development of CAFII's annual Operating Budget; managing monthly financial statement and forecast-to-fiscal-year-end updates to the EOC and Board; and managing the annual audited financial statements process and related relationship with external auditor;  
Administration of the annual Member and Associate dues invoicing and collection process;  
Oversight of CAFII's electronic accounts payable process, in conjunction with the Association's Controller/Accountant;  
Onboarding new EOC, Board, and Committee members, including setting up one-hour meetings to brief new members on CAFII, and working with our partner Managing Matters to keep CAFII's orientation package up-to-date; and  
Process enhancements, project management, and vendor relations.

### Events

Plan, and execute post-Board meeting Reception Events;  
Start to finish organization of the Annual Members and Associates Luncheon;  
Full oversight and delivery of the EOC Annual Appreciation Dinner;  
Project management and execution of annual tour schedule, travel and accommodations for CAFII team to connect with insurance regulators and policy-makers in person (typically one per year to either Western Canada (four provinces); or Atlantic Canada (four provinces));  
Responsible for organizing and producing side bar meetings with regulators and policy-makers in conjunction with the annual CLHIA Consumer and Complaints Conference, usually held in May in a major Canadian city;  
Develop and deliver the Annual Liaison Lunch and Industry Issues Dialogue with Autorité des marchés financiers staff executives in Quebec (Montreal or Quebec City), followed by an immediately ensuing CAFII Board meeting;  
Coordinate in-person, virtual, or hybrid meetings with staff executives from the Financial Services Regulatory Authority of Ontario (FSRA), other provincial/territorial insurance regulators and policy-makers, the Canadian Council of Insurance Regulators (CCIR), the Canadian Insurance Services Regulatory Organisations (CISRO), the Financial Consumer Agency of Canada (FCAC), the Office of the Superintendent of Financial Institutions (OSFI), or from allied industry Associations, as requested by the Executive Director;  
Assist in the planning/organization of six to eight CAFII webinars per year; and  
Other Operations, Events, and Association Governance duties, as may be assigned by the Executive Director from time-to-time.  
CAFII has a contract with a professional Association Management Company who the Operations Manager will work with and get assistance from around administration, accounting, and the planning of events.

### Key Skills, Experience, and Attributes

The successful candidate will have 8-10 years' experience in the Associations sector, business, or government, with a focus on **operations, process, project management, and events**. This is an individual with superb project management skills and a solid track record of career accomplishments to date, who is a self-starter and able to organize multiple, often concurrent, events and processes. This individual is someone who enjoys having a wide span and variety of responsibilities, and is a quick study who will be able to grasp the vernacular and subtleties of life and health insurance. This is a person who enjoys a fast-paced, complex environment. Being fluently bilingual (English and French) will be a valuable asset.

### Travel

This position will entail occasional travel within Canada, and the need to travel to downtown Toronto offices of CAFII member companies and other industry organizations a few times per month.

## Operations Manager

[The Canadian Association of Financial Institutions in Insurance](#) 

Remote

\$75,000–\$95,000 a year - Permanent, Full-time

### Location

 Remote

### Benefits

Pulled from the full job description

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- Company events
- Dental care
- Extended health care
- Paid time off
- Work from home

### Full job description

#### About us

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Job Types: Full-time, Permanent

Pay: \$75,000.00-\$95,000.00 per year

Benefits:

- Company events
- Dental care
- Extended health care
- Paid time off
- Work from home

Schedule:

- Monday to Friday

Education:

- Bachelor's Degree (preferred)

Work Location: Remote