



Manager – Distribution Reporting

- ✚ **Blue Chip Insurance Company**
- ✚ **Direct Report to Head of Distribution**
- ✚ **Drive Major Change Project**

This role should appeal to all seasoned reporting managers who wish to apply and challenge all of their technical, consulting and managerial skills to a large and sophisticated in-house contact centre landscape. The opportunities for further career advancement are enormous based on your performance, attitude and commitment towards continuous improvement.

This position needs someone with a proven track record in a similar environment and at a similar level. You will be responsible for the management and mentoring of a team of MIS reporting professionals to ensure the effective delivery of a comprehensive suite of reports for PI's Distribution and Claims assist operations. You will assist the team in the analysis, design, implementation and maintenance of these reports, whilst actively engaging with all key internal stakeholders.

This is a rare opportunity to ply your trade from scope, design and then delivery for an experienced leader in this discipline who has developed a reputation for excellence in reporting within a front/back office environment. Your first class skills and knowledge will be complemented by your ability to communicate with and influence people at senior level across the organisation at a national level.

We therefore seek expressions of interest from candidates who profile as follows:

- ✚ Minimum five years experience in a similar role in a large, complex distribution and claims environment;
- ✚ Successfully balance high workload demands, quality and performance on a consistent basis;
- ✚ Lead people across a large, geographically dispersed area with varying time zones and challenges;
- ✚ Communicate and influence people at senior levels effectively and without conflict;
- ✚ Strong knowledge of call centre terminology and practices;
- ✚ Understanding of the report development process and reporting capability;
- ✚ MIS and operational reporting experience; and
- ✚ Low level understanding of database languages, such as SQL.

To apply in strict confidence, please click the apply button below attaching a brief resume and covering letter quoting **Ref. No. DOK/50216** or call **David O'Keefe** on 61 2 9947 9775 for further information.