



Employment Advertisement

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Director of Operations

Begin your career now with Two Rivers Insurance Company!

Two Rivers Insurance Company is seeking for a highly proficient candidate to fill a **Director of Operations** position. This position is responsible for, but not limited to providing leadership that combines broad vision with comprehensive application and quality assurance. The Director of Operations plans, directs and coordinates the day to day operations of Two Rivers Insurance Services (TRIS). Duties and responsibilities include formulating policies and procedures, managing daily operations, and planning the use of our human resources. The Director of Operations oversees the development and maintenance of our business relationships; ensures customer satisfaction, retention, policy renewal, revenue maintenance, revenue enhancement, and ongoing carrier relationship maintenance.

The Director of Operations is responsible for meeting strategic plan goals and initiatives; collaborating with TRIS management team to maintain proper policies and procedures according to established performance metrics. Makes recommendations for redesigning workflow and streamlining operations to improve or create standards and enhance performance. Works closely with clients to establish operational policies and procedures to ensure processes are in compliance with applicable laws and regulations. Will prepare and deliver client requests and lead meetings. Coaches service team to ensure departmental and staff productivity goals are being met. Oversees development and preparation of statistical and management reports.

Minimum Qualifications & Experience Requirements:

- Bachelor's degree from an accredited college or university or equivalent relevant prior work experience.
- A minimum of 3 years management experience, preferably in a multiple location business.
- Broad based business knowledge with emphasis on sales development and customer service.
- Excellent written and verbal communication skills.
- Strong analytical skills.

Applicants interested in working for a customer and community-focused employer should complete our employment application at <http://www.tworiversbank.com/careers.html>

In addition to the application, you may also submit your resume to: kaugustine@tworiversins.com.

Two Rivers Insurance Company is a proud member of Two Rivers Financial Group

Two Rivers Financial Group is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities.