

Senior Manager, Technical Services (Risk/Construction)

This senior technical management position exists to ensure that risk stemming from poor or inadequate construction practices by clients is kept within acceptable levels through the review, inspection and monitoring of enrolled business both pre, during, and post construction. The role will have a material impact on the financial results of the business both through loss ratio.

This position is responsible for all facets of technical construction reviews, evaluation, and risk mitigation for the home warranty portfolio as well as providing technical advice to the Underwriting Department for determining construction risk, and to the Claims Department in complex construction defect claims.

This position is also responsible for ensuring that initial risk assessments, and inspection policies and processes are sufficient and current to minimize risk. Responsible for managing Risk and Control by ensuring that all policies, processes, and guidelines are adhered to.

Accountabilities:

- Management, mentoring, coaching, and succession planning of the technical services / inspections team and Risk Assessment Specialist.
- Ensure that all principles of the Department's Inspections manual and operating processes are adhered to in order to maintain, develop, identify, and appropriately complete home / building inspections.
- Generate reporting and provide to AVP Developer Surety to measure progress, compliance, as well as other key indicators.
- Provide technical as well as business related assistance to the Underwriting Department on complex risks both during the enrollment underwriting process as well as throughout construction.
- Provide technical assistance to Claims Department on complex or high profile losses.
- Work with the Underwriting Department and Claims Department to develop remedial actions to mitigate or minimize risk and assist in influencing the builder client and other involved parties to an acceptable resolution.
- Ongoing review of Inspection manuals and processes in order to ensure that they are adequate, reflect current construction practices and building codes, and recommend changes to AVP Developer Surety.
- Review professional field reports from architects and engineers on an ongoing basis.
- Develop and share best practices procedures for home-builders / developers.

- Participate in Industry and Regulatory Committees.
- Monitor industry trends and developments, identifying areas of concern regarding changes in building practices, methods and materials, building code changes, competitive changes, risk trends, and /or other discrepancies.
- Responsible for ensuring all Technical Representatives are current with building code changes, new material / labour technologies.
- Communication with the Underwriting Department and Claims Department of code changes and technical concerns or trends of significance to the line of business.

Required Qualifications, Knowledge, & Skills:

- Post-secondary diploma / degree, in a construction related technology
- Additionally, a post-secondary certificate / diploma / degree in Commerce, Business Administration, or related experience would be advantageous
- Level 2 insurance licence.
- Minimum five (5) years in residential construction industry or related experience.
- Minimum five (5) years residential warranty related experience
- Five (5) plus years of management experience and training.
- In-depth knowledge and an understanding of the home warranty division and underlying risks, its functions and processes, policies, and procedures
- In-depth knowledge and understanding of the residential construction industry in BC, AB, SK, and MB
- Expert knowledge of residential construction procedures, methods, techniques and building codes in BC, AB, SK, and MB
- Strong capability on interpreting geotechnical reports, architectural, and engineering diagrams
- Excellent communication skills both verbal and written
- Ability to influence builder clients to a win / win outcome
- Negotiation skills
- Team player and the ability to be a positive influence to team

- Valid driver's licence.

Additional Information:

Aviva Canada is committed to providing accommodations for people with disabilities during all phases of the hiring process including the application process. If you require an accommodation because of a disability, we will work with you to meet your needs. Applicants need to make their needs known in advance. If you are selected for an interview and require an accommodation, you are encouraged to advise the Talent Acquisition Partner who will consult with you to determine an appropriate accommodation.