



Claims Insurance Business Operations Lead

Location: Remote (U.S. Based)

Travel: Occasional (approx. once a month within the U.S.)

About the Role:


We're seeking a seasoned operations leader with deep experience in the Life & Wealth insurance space to manage and drive large-scale claims operations. This role offers the opportunity to lead one of the most significant third-party administration (TPA) service functions in the industry—supporting over 11 million policies, 6 million+ inbound calls annually, and managing over 350,000 claims.

Key Responsibilities:

- Direct and optimize daily operations, ensuring compliance, efficiency, and performance excellence.
- Lead a team of 200+ professionals, including managers, senior analysts, and analysts across multiple functions.
- Drive continuous improvement initiatives across claims, customer service, and policy servicing workflows.
- Collaborate cross-functionally with business leaders, technology teams, and clients to enhance end-to-end service delivery.
- Utilize data and KPIs to identify operational gaps and implement corrective strategies.
- Own and exceed performance metrics, quality standards, and SLAs.
- Contribute to strategic planning, budgeting, and resource allocation.
- Provide regular reporting on operational performance and improvements.

Ideal Candidate Background:

- 12+ years of experience in the insurance industry, with 3+ years in a senior leadership role in claims or operations.
- Hands-on experience working with multiple life insurance carriers or BPO/TPA service providers.
- Strong background in business process outsourcing, claims administration, and customer service operations.
- Bachelor's degree in a related field; advanced degree or industry certifications (Six Sigma, PMP, etc.) are a plus.
- Familiarity with industry tech platforms, operational compliance standards, and process automation tools.
- A proactive, data-driven leader with a knack for solving problems and developing talent.

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