



Peace Hills Insurance is a growing Canadian insurance company specializing in property and casualty insurance. We have over 200 employees with branch offices in Edmonton, Calgary, and Vancouver. We are dedicated to providing the best customer service available. Peace Hills Insurance prides itself on being a flexible, positive, and rewarding place to work.

Company culture is what sets aside Peace Hills Insurance from our competitors. Our personality is reflected in our mission statement, corporate values and business ethics and is further exercised through the architecture of our office. Visit www.peacehillsinsurance.com.

BILLING MANAGER

We currently have a position available for a Billing Manager in our Accounting department. Reporting to the CFO, the successful candidate will provide overall management and direction to the billing and payable team with the primary focus of ensuring the team is providing exceptional customer service and accurate posting of receivable and payable transactions. More specifically:

Key Roles and Responsibilities

Lead and Inspire: Provide strong leadership and effective management for the Accounting/Billing Team, fostering a collaborative and high-performance environment.

Team Development: Monitor and enhance team performance through regular coaching, bi-weekly One-on-One (O3) meetings, and formal performance reviews.

Talent Acquisition: Actively participate in all recruitment activities for the department, ensuring we bring in top talent.

Billing Guidance: Offer expert direction and coaching on billing processes and issue resolution, ensuring seamless operations.

Process Optimization: Drive continuous improvement by ensuring that all team processes align with the company's strategic direction and are optimized for departmental efficiency.

System Enhancement: Identify opportunities for improvements in the billing system and processes, leading initiatives to boost departmental effectiveness.

Technical Collaboration: Collaborate with IT to implement changes in the receivables and payables modules, and coordinate user acceptance testing (UAT) to maintain data integrity.

Workload Management: Ensure fair distribution of workload across the team, promoting equity and productivity.

Customer Relations: Ensure calls from brokers and policyholders are handled promptly and professionally, maintaining strong, lasting relationships.

Dispute Resolution: Respond to and resolve billing disputes, working closely with internal and external stakeholders.

Financial Accuracy: Oversee the completion of reconciliations, ensuring receivables are collected on time, accounts are accurate, and all financial records are maintained with precision. Additionally, ensure that insurance premiums are collected promptly and correctly.

Payables Oversight: Oversee the payables process, ensuring transactions are accurately recorded and comply with the company's expense policy.

Vendor Management: Maintain the company's master vendor file, ensuring data accuracy and reliability.

Goal Setting and Performance: Support team members in achieving SMART goals, offering opportunities for professional growth, and conducting annual performance evaluations.

Banking Liaison: Act as the primary point of contact with the company's banking representative on relevant matters.

Staff Coordination: Manage team scheduling and vacation planning to ensure seamless operations.

Required Qualifications

Experience: 5+ years in a relevant role with a proven track record in managing and leading teams of 5+ employees.

Professional Qualifications: Relevant professional qualifications (such as CPA, CMA, or equivalent) are highly desirable, underscoring the importance of expertise in accounting and financial management.

Industry Expertise: Preferably with experience in insurance accounting or billing.

Leadership: Strong leadership skills with the ability to inspire and guide a diverse team.

Relationship Building: Exceptional ability to build and maintain productive relationships with both internal and external customers.

Integrity and Resilience: Honesty and resilience are essential. Candidates must be able to handle challenges with composure, maintain a positive attitude, and contribute effectively to the team without being easily discouraged.

Team Player: Strong collaborative skills are essential, with a focus on contributing positively to the team and supporting colleagues.

Technical Proficiency: Advanced knowledge of Microsoft Office Suite, particularly MS Excel.

Communication: Exceptional communication skills, with the ability to provide feedback with tact and diplomacy.

Innovative Thinking: Forward-thinking with the ability to manage multiple priorities effectively.

Problem-Solving: Strong analytical skills, confident decision-making ability, and a proactive approach to resolving challenges.

Working at Peace Hills

Peace Hills understands that by reducing work-life struggles, individuals can enjoy a healthier lifestyle while improving productivity at work. Offering a collegial work environment and a work-life balance are just two of the ways we do this.

If you are interested in this great opportunity to build your career, state the position being applied for and submit your resume to Peace Hills Insurance at hr@phgic.com.

We thank all applicants for their interest, however only those candidates shortlisted will be contacted.