



# Chief Operating Officer

Inspire Growth and Innovation!

## Key Responsibilities

- As a member of the executive team, contribute to the development and execution of strategic plans and major operational decisions.
- Provide leadership to business unit executives, including claims and customer service functions, in alignment with Johnston Group's core purpose, vision and values.
- Identify initiatives and plans to attract new revenues and optimize long-term sustainable growth.
- Lead the optimization of customer experience, building and maintaining loyalty and exceptional service delivery.
- Apply a collaborative inclusive leadership approach to engage and seek ideas, input, and solutions.
- Model and promote Johnston Group values and commitment to philanthropy and the community.
- Continue Johnston Group's service delivery momentum, adapting to changing industry and market dynamics.
- Enhance operational excellence and provide fiscal stewardship/management, implementing controls with a resourceful, forward-facing focus, including the advancement of technology.
- Promote a collaborative, diverse and inclusive culture of high performance and continuous improvement that values learning, innovation and a commitment to service quality.

## Selection Criteria

- Bachelor's degree, or equivalent combination of education and experience.
- A progressive track record of advancement in service-centric or related organizations; insurance and group benefit experience preferred.
- Considerable senior leadership experience overseeing senior managers and multiple functions, including operations, administration, and systems.
- Demonstrated financial and business acumen.
- Influential leader with the ability to mobilize, develop and support people and teams with diverse expertise, backgrounds, and styles.
- Ability to build and maintain credible, trusting relationships at all levels.
- Demonstrated history of driving change and process improvement achieving superior results.
- Systems thinker with comfort in leading digital transformation, adopting new technology, digital tools, process, techniques, and delivery methods.
- Transformational leader with demonstrated ability to adapt to dynamic business conditions and effect sustainable change.
- Ability to thrive in a culture of caring by putting people first, whether employees, customers, or community.

## The Opportunity

Johnston Group is recruiting an exceptional leader to assume a challenging new COO role established in response to significant growth and in anticipation of continued business expansion. Reporting to the President, and an integral member of the executive team, the COO will be responsible for maintaining exceptional operational excellence and superior customer service, managing and structuring growth initiatives, instituting core systems and processes, and leading the synergistic deployment of people, processes, and technology.

## The Organization

Johnston Group is a leading Group Benefits Provider serving every region in Canada, differentiating itself through its dedication to enriching the community and offering programs that seek to improve the lives of its customers. Best known for its Chamber Group Plan, the company has expanded to serve small-to-large businesses and Indigenous organizations. The Johnston Group is committed to community development, volunteerism, and is seen as an industry leader that sets the tone for an inclusive team-driven culture, innovation, dedication to wellness, and philanthropy.

To apply in confidence, contact Jen Sklar at [jen@harrisleadership.com](mailto:jen@harrisleadership.com) quoting project #23103