

Join our Team as QA & Governance Expert

Valuable team member, the new QA & Governance Expert will play an important role in developing and maintaining appropriate governance of our Client Service and Operations activities by making sure we stay aligned to core policies and legal requirements, while ensuring that operational risk management processes are in place.

Key Responsibilities:

He / she will be responsible of Non-Financial risk and control self-assessment Process (by coordinating and delivering the Quarterly Risk assessment, Risk Based Control Testing and escalation and monitoring of Self-Identified Issues), of the Quality Assurance activity (in scope of QAGA Team), of the critical /compliance policies implementation monitoring, operations vendor Ecosystem monitoring and complaints management.

His / Her main job duties and responsibilities will include:

- Communicating and collaborating with regional structures in planning and executing RCSA activities;
- Liaising with the Heads of CS & Ops. Sub-Functions to design appropriate risk and controls, assess the relevance of controls, test the effectiveness of the controls.
- Offering support to Heads of CS & Ops. Sub-Functions in RBCT (Risk Based Control testing) and Quarterly risks review by gathering the evidence and uploading it/updating ratings in Open Pages;
- Ensuring appropriate governance and escalation of issues and control deficiencies, monitoring of remediation action plan.
- Performing Quality assurance (sampling of work) to test the quality of transaction testing activities in OPS sub-functions (Quality checks in CS & Ops. sub-functions);
- Providing support for all CS & Ops. sub-functions in quality reviews;
- Liaising with the Heads of CS & Ops. Sub-Functions to ensure procedures related to critical/compliance policies are updated and fit for purpose;
- Ensuring quality assessment of critical/compliance policies and procedures implementation in CS & Ops. Sub-Functions (investigate the procedures/processes implementation, document these activities and make recommendations to tighten up procedure where necessary).;
- Acting as liaison between Global Technology & Operations Vendor Management Office (GTOVM) and Service & Operations for Vendor ecosystem – by providing requested data and updates, within given DLs;
- Providing support in executing outsourcing plans – ensuring the engagement with GTOVM on any new or renewal operations outsourcing arrangements required and maintaining supporting documentation to evidence this;
- Complaints handling – identification, root cause analysis, redirecting to appropriate Service and Operations sub-function who can take appropriate action to resolve;
- Maintaining complaint log – log and track all complaints to ensure timely closure and that appropriate action is taken to assess/resolve the customer's concerns;
- Complaints analysis and reporting - Related complaints are assessed with trending performed to identify learning opportunities; Complaints associated with non-timely claim payments are documented, tracked and reported to management;
- Complaints reporting to local regulator (Financial Supervisory Authority);
- Building and maintaining effective relationships with all relevant business partners;
- Other projects and responsibilities may be added at the manager's discretion in line with Teams' activity (e.g. Other department activities to ensure business continuity during planned /unplanned leaves).

The QA & Governance Expert we are looking for requires both hard and soft skills to excel in the position, at least:

Hard Skills

- Bachelor's degree;
- Solid understanding of operational processes, including knowledge of managing data/technology processes, acquired in a job in insurance operations (+4 years' experience); Also, knowledge of operational risk management process (including Open Pages App.) is considered a plus.
- Proficiency with technology and system;
- English proficiency at Upper intermediate level or higher;
- Proven proficiency in Microsoft Office (Excel, PowerPoint, Word);
- Ability to maintain effectiveness and professionalism when experiencing change in work tasks and/or the work environment.

Soft Skills

- The ability to interact and build effective working relationships with peers and all levels of management;
- Strong data analytical skills - you must be able to leverage on data and statistical tools to draw valid conclusions and solve business problems (Data Cleaning & Preparation – obtain data from one or more sources, tackling missing and unstable data that may impact the assessment).
- Communication skills - the job of a QA & Governance Expert is a cross-functional role that requires communication and teamwork with all other departments; it is essential that you have oral and written communication skills to work effectively with others;
- Independent thinker who can work without supervision, as well as with management;
- Strong business acumen and ability to apply practical thinking in solving business problems;
- Problem resolution skills - you are required to identify weakness in systems and processes and help to mitigate the risk of failures from such internal operations. Therefore, it is important for you to be a problem solver who will not only identify but collect relevant data and apply subject matter expertise to solving the problems.;
- Enthusiasm for Knowledge and Development - this is a team where we will learn and develop together and being eager to improve/diversify your skills will help us deliver exceptional results

What we offer:

- Friendly and dynamic work environment with multiple career development opportunities, allowing the colleague to explore a variety of functions and processes within the Operations area;
- Inclusive and multicultural team where you can create impact with your innovative ideas and creative personality;
- Various learning & development programs, adapted to your needs and goals;
- Work-life balance programs and a special care for your physical and mental health;
- Benefits (flexible hours, meal tickets, private medical subscription, insurance policy, Bookster, additional holiday based on your seniority);
- Attractive salary and yearly additional compensation, according to your performance and support for the team;
- Hybrid way of working and good location – close to the subway.

Send us your CV at RO-hr@metropolitanlife.ro. By sending your CV to this address you agree that Metropolitan Life will process your personal data for the recruitment process for this role.

At Metropolitan Life, part of MetLife, Inc, one of the largest life insurance companies in the world, we're leading the global transformation of an industry we've long defined. United in purpose, diverse in perspective, we're dedicated to making a difference in the lives of our customers.

Metropolitan Life is an equal opportunity, affirmative action employer committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce. It is Metropolitan's Life policy to ensure equal employment opportunity without discrimination or harassment based on race, colour, religion, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, age, disability, national origin, marital or domestic/civil partnership status, genetic information, citizenship status, uniformed service member or veteran status, or any other characteristic protected by law.

