

**ForenSys**, is known as a reliable source for handling all types of traffic collisions 24 hours a day. With offices and representation in Curaçao and Aruba, ForenSys offers integrated solutions for incident registration and claim handling processes. At ForenSys, business is conducted by servicing the client with the highest level of integrity, courtesy, respect, accountability and safety. For this client, Deloitte Dutch Caribbean is looking for candidates for the following:

## Operations Manager (ForenSys Aruba)

### The Position

As Operations Manager you are responsible for the management of the internal operations and you provide leadership to the Dispatchers, Agents and Quality Controllers. You are in charge of successful execution of the strategic and operational goals by outlining, co-developing, implementing and evaluating overall operational plans and procedures to increase service and operation efficiency. Furthermore, you coordinate and provide all operations performance reports, analysis and relevant management information for internal use and decision making. Moreover as Operations Manager, you contribute to a positive working atmosphere and team spirit within the organization. You serve as the main contact for insurance companies and other relevant third parties in order to coordinate and exchange information. You report to the Managing Director and provide information and advice concerning operations management and other relevant business and strategic matters.

### Your Profile

You have a Bachelor's Degree with at least 5 years of relevant experience. You have extensive knowledge of operations principles and practices. You have background and experience in traffic collision studies. You are experienced in analyzing operational results and take corrective measures to improve service and operations efficiency. You are confident, independent, accurate, organized and structured. Furthermore, you are professional and committed to quality. You have proven leadership and managerial skills and are able to engage your team to achieve organizational goals. You are committed to results and are able to use performance management systems to drive performance and increase skills of employees. You have great customer service orientation and are able to build long-term relationships with external customers. You have excellent written and oral communication skills in Papiamentu, English and Dutch.

### The Offer

Our client offers a competitive compensation package and a dynamic position in a pleasant professional working environment.

### Procedure

For further information about the organization and/or the position you can contact Tirza Garmes-Daal, Manager Human Capital Consultancy, Learning & Assessments at Deloitte Dutch Caribbean (+599 9) 433 3333 or (+599 9) 6853945. Please send your application letter and resume to [hmr@deloitte.com](mailto:hmr@deloitte.com), no later than November 14, 2016. You will receive a confirmation within two days, if not please contact us. An assessment may be part of the selection process. Your application will be handled confidentially.

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