

## VP TPA Services

### Description

**ABOUT BESTOW**Bestow is a leading insurance technology platform serving some of the world's largest and most innovative life insurers. We are on a mission to increase financial stability for everyone. Bestow is a team of mission-driven, results-oriented individuals. We offer all employees a remote/hybrid workplace, meaningful benefits, substantial growth opportunities, and equity. Bestow participates in the E-Verify Program.

**ABOUT THE TEAM**The Bestow TPA Services team is focused on building a best-in-class TPA function to provide exceptional service to the customers and agents of our carrier partners. We look to utilize AI, automation and digital tools whenever possible and strive to maintain our industry-leading NPS scores. We work closely with other teams at Bestow to ensure our interactions meet the requirements of our partners, both in terms of quality and the controls that we have in place. This role reports to Bestow's Chief Insurance Officer and is open to Dallas, TX, or Remote (US).

**#LI-REMOTE**

**ABOUT THE ROLE** Bestow is looking for a Vice President – TPA Services to lead the following:

- Lead strategic development of the next-gen TPA platform for all major life and annuity products
- Ensure TPA functions are efficient and scalable
- Evaluate and prioritize tools needed for teams to operate successfully
- Collaborate with product teams to automate functions over time
- Coordinate with Bestow teams and leadership to ensure alignment
- Co-develop a roadmap with technology teams to support the TPA strategy
- Partner with the Revenue team on supporting carrier partners
- Oversight of TPA Services team
- Evaluate staffing needs to support strategy and collaborate with Finance as needed
- Ensure appropriate processes are defined and implemented
- Ensure TPA operations meet or exceed industry best practices and regulatory requirements

**YOUR EXPERIENCE**

- Bachelor's Degree or equivalent
- experience 10+ years of experience in the life insurance and/or annuity industry and 3+ years in a senior TPA management or operations role
- In-depth knowledge of TPA operations, regulatory requirements, and industry best practices
- Experience hiring, developing, and retaining top talent
- High proficiency and ability to learn mainstream enterprise apps like Google Apps, Zoom, Lucidchart, online chat/communication tools, and other apps as needed
- Excel in an independent work culture
- Always want to sit next to the person who is smarter than you because you value a culture of mentorship and learning
- Low ego and focused on first principles and finding the right answers
- Looking to bring your voice and experience to a mission-driven company in ways that help to achieve goals

**TOTAL REWARDS**

At Bestow, we're proud to be awarded for our team members, innovative products, and culture. Our standard benefits include:

- Competitive salary and equity based on role
- Policies and managers that support work/life balance, like our flexible paid time off and parental leave programs
- 100% paid-premium option for medical, dental, and vision insurance
- Lifestyle stipend to support your physical, emotional, and financial wellbeing
- Flexible work-from-home policy and open to remote
- Remote and WFH options, as well as a beautiful, state-of-the-art office in Dallas

Deep Ellum, for those who prefer an office setting

- Employee-led diversity, equity, and inclusion initiatives

Recent Employer Awards include:

- Best Place for Working Parents 2023
- Great Place to Work Certified, 2022 + 2023 + 2024
- Built In Best Places to Work, 2022 + 2023
- Fortune's Best Workplaces in Texas 2022 + 2023
- Fortune's Best Workplaces in Financial Services and Insurance 2022 + 2023

We value diversity at Bestow. The company will recruit, hire, and promote regardless of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, pregnancy or maternity, veteran status, or any other status protected by applicable law. We understand the importance of creating a safe and comfortable work environment and encourage individualism and authenticity in every team member. Thanks for considering a job at Bestow.

### Hiring organization

Bestow

### Job Location

Remote

### Base Salary

\$ 60000 - \$ 100000

### Date posted

June 12, 2024

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## **Contacts**

Job listing via RemoteOK.com