

Joy Erven, MBA

Highlights

Professional Experience:

The Surplus Line Association of California, San Francisco, CA 2003 to Present
COO & Director

- Oversees the development, annual updating, and yearly audit of the Plan of Operations. Ensures operational objectives comply with the provisions of the Plan.
- Leads team of department managers responsible for financial functions, data processing and member education. Provides guidance and leadership to managers, counsels managers on employee and operational problems, and approves all performance evaluations and salary increases.
- Coordinates SLA matters with the CDI, General Counsel and arbitrators. As required, provides support and guidance to the Chairman, Secretary-Treasurer, Executive Committee, Stamping Office Committee and other committees of the Association.
- Provides guidance and assistance to Association members, answers questions, and helps members comply with applicable surplus lines regulations.
- Develops positive relationships with other trade associations in the insurance industry, particularly agent/broker associations and insurance company associations in California and in other states. Promotes positive relations with the CDI, state regulators, federal authorities, insurance companies, and other state, national, and international sources of information concerning the non-admitted insurance market.
- Prepares and presents SLA's annual budget to the Executive Committee for approval; manages approved annual budget. Prepares and presents quarterly budget status reports to the Executive Committee.
- Manages all receipts and approves payment of all disbursements. Monitors status of SLA income and expenses for conformance to budget. Manages all investments and makes recommendations to the Executive Director and Executive Committee regarding investment activity. Manages all Association funds in conformance with policy and legal requirements.
- Plans, allocates and coordinates available resources to execute special projects as directed by the Executive Director or the Executive Committee.
- Plans the Annual Broker Meeting. Assists the Executive Committee and the Stamping Office Committee Chairmen in planning Executive Committee and Stamping Office Committee meetings.
- Identifies appropriate vendors for outsourced contracts, makes recommendations to the Executive Committee, and negotiates contracts.
- Represents the Association at conference and meetings.

ACE USA, San Francisco, CA 2001 to 2003

Underwriting & Marketing Services Supervisor

- Provide management direction to all UMS staff in San Francisco and Los Angeles offices
- Ensure the accuracy and integrity of underwriting support units
- Business planning – short and long range
- Training and development of staff
- Computer system rewrite

Integrated Risk Solutions, San Francisco, CA 1999 to 2001

Assistant Vice President

- Surplus Lines filings for California business for Hobbs Group offices nationwide
- Special Projects: program business and presentation
- Office Management
- Accounting: Quickbooks

HEATH Insurance Brokers, San Francisco, CA

1997 to 1999

Associate Broker

- Marketing and renewal business for three (3) brokers
- In-house staff educator and trainer for Winbroker for California offices.
- Surplus Lines filings
- Monthly reports and day-to day file upkeep
- Office Management

Swett & Crawford Insurance Brokers, San Francisco, CA

1994 to 1997

Associate Broker

- Marketing and renewal business for three (3) brokers
- Day-to-day file management

Education:

Saint Mary's College
Bachelor of Arts, English

Masters Business Administration

Named one of 80 Women to Watch, Business Insurance 2006

Affiliations:

National Association of Professional Surplus Lines Offices, Ltd. (NASPLO)
California Insurance Wholesalers Association (CIWA)
American Association of Managing General Agents (AAMGA)
Emerging Insurance Professionals (EIP)
Insurance Industry Charitable Foundation (IICF)

Volunteer Experience:

A Leg Up Rescue, Board Member
Saranap Community Garden, Board Member