

PERSONAL LINES – CUSTOMER SERVICE REPRESENTATIVE TECUMSEH ON

Will Insurance is in search of a friendly, organized, detail-oriented professional to support two experienced brokers with their growing personal lines book of business. The CSR role requires a vast insurance knowledge of multiple insurance companies and their respective portals, coupled with a genuine care for people and meeting their insurance needs. This person should be able to efficiently perform a multitude of tasks, accurately record and input data, be highly self-directed and work well independently with minimal direction. This is a 9-5 salary-based position.

Your qualities might include:

- Detail oriented, highly relational, effective at multi-tasking, efficient, thorough, driven to accurate results, organized

Your responsibilities would include:

- Performing general administrative tasks
- Processing; New Business, Remarks, Policy Changes, Cancellations, etc.
- Processing quotes/applications completed by the broker for new business
- Preparing and processing applications for remarket
- Processing all transactions in company portals accurately and efficiently
- Maintaining thorough documentation of all client and company communications
- Assisting the broker with a variety of direct customer service relations, including direct contact with the customer & company

The requirements are:

- Mandatory:
 - o minimum of 3-5 years of experience as an Insurance Customer Service Rep
 - o Registered Insurance Broker of Ontario license - RIBO licensed
 - o High-school diploma
- Strong verbal & written communication skills
- Ability to work independently in a team environment
- Computer program knowledge required; MS Office (Word/Excel)
- Experience with SigXP & Applied would be an asset
- CAIB/CIP designation would be an asset

Will Insurance Brokers Ltd has served the personal and commercial insurance needs of rural Southwestern Ontario for nearly 50 years. We believe that service still means dedicated personal service from an insurance professional who can be trusted. We care about our staff and hope that care enables them to extend care to our customers.