



We are looking for

CLIENT CARE REPRESENTATIVES

As the oldest Ontario farm mutual insurance company, we have proudly served our community for over 160 years. We're growing and progressing while sticking to our humble roots of always putting policyholders first. We're investing in modern technology and innovative solutions to provide superior service. It's definitely an exciting time to be a part of our company!

POSITION SUMMARY

Starting January 3, 2022, the successful candidates will be responsible for providing administrative support to both our agents and our policyholders. Your passion for people and doing the right thing are matched by your ability to juggle multiple competing tasks. This will be a fast-paced environment but one in which you will thrive as part of a supportive team. This position is located in Sheffield and reports directly to our Business Development Manager.

RESPONSIBILITIES

- Monitor, assign and complete incoming tasks related to policyholder care from agents.
- Provide phone and email support for policyholders when agents are unavailable.
- Prescreen applications for insurance based on Underwriting checklists.
- Contact clients where additional information is required.
- Provide confirmation of insurance to policyholders and interested third parties as requested.
- Assist with policy renewals - valuations, drafting of letters, review of policy paperwork.
- Regularly run reports to ensure all tasks have been fulfilled.
- Be knowledgeable about products and requirements to answer questions and assess completeness and accuracy of documents flowing between policyholders, agents and Underwriting.

QUALIFICATIONS

- Requires insurance agent license. Will be sponsored by Company if not already licensed.
- Exceptional customer service and professional manner.
- Excellent interpersonal, verbal and written communication skills.
- Familiarity with data privacy rules and commitment to confidentiality.
- Ability to prioritize and respond to multiple incoming tasks in a timely manner.
- Strong computer skills and aptitude to learn in a technologically-evolving workplace.
- Microsoft Office Suite (Word, Outlook, Excel, etc.).
- Attention to detail.

Please forward your resume with salary expectations as soon as possible, in confidence to:

kristine@dumfriesmutual.com

We thank all applicants for their interest, but only candidates selected for an interview will be contacted.