

POSITION TITLE: Customer Service Representative (Insurance Broker)

Employment Type (FT,PT,Contract): FT

Rate of Pay: N/A

Job Location: Hamilton

Hours of Work: N/A

Start Date: ASAP

Application Deadline: September 27, 2019

COMPANY NAME: Mitchell & Abbott Group Insurance Brokers

Street Address: 101-2000 Garth St., Hamilton Ontario L9B 0C1

Phone: (905) 385-6383

Fax: N/A

Email: careers@jdimi.com

Website: <https://mitchellandabbott.com/index.php>

General Description of Duties:

- Respond promptly to telephone, email and fax enquiries, ensuring a high level of service is maintained
- Renewal review, recommendations, comparison quotes and remarket when needed
- Total account sales awareness, cross sell and up sell as much as possible
- Action all renewals, endorsements and claims
- Process change requests on company portals, when needed
- Review and invoice all endorsements (and renewals, if necessary)
- Issue in-house endorsements and new business on company portals, when needed
- Release renewals after making appropriate changes , when needed
- Scan and attach documents to our client management system
- Quote cross sells and up sell as much as possible
- Issue pink slips when needed in addition to completing miscellaneous duties as assigned
- Prepare new business documents to be sent for signatures, etc.
- Report order: MVR, Autoplus, HITS
- Support other members of the team when needed

Skills and Experience Required:

- Minimum 5 years personal insurance experience

- **R.I.B.O is required and preferably working towards CIP or CAIB designation**
- **Client development / relationship management experience**
- **Superb interpersonal skills, presentation skills and attention to detail**
- **Ability to be a self starter with strong written and oral communication skills in addition to strong organizational skills**
- **Proficiency in Outlook, Word and EPIC**

How to Apply:

Qualified candidates are invited to email their resume and cover letter to careers@jdimi.com

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