

# PERSONAL LINES CUSTOMER SERVICE REPRESENTATIVE



**TORONTO, ON | REPORTING TO: Personal Lines Manager**

## POSITION OVERVIEW:

Partners Indemnity Insurance Brokers Ltd., a Navacord Company, is searching for a talented, RIBO-licensed, Personal Lines Insurance Broker. This salaried position is ideal for someone who enjoys fast paced environment and likes to be busy. This individual will work within a small team working directly with both Account Managers and Producers to assist them with our insureds. Suitable candidates should have an in depth insurance technical knowledge.

## RESPONSIBILITIES:

- Providing exceptional day to day customer service to our clients and producers.
- Processing in our EPIC client management system
- Maintain professional relationships with Insurers and Underwriters
- Assist and provide support to Producers as required
- Flexible to perform various assigned tasks
- Promotes company features and benefits as part of ongoing portfolio reviews
- Cross sell a variety of products at every opportunity
- Promotes client loyalty through attention to detail and relationship building
- Remains current on all company philosophies and procedures
- Participate in training and professional development courses to enhance skills and industry knowledge
- Maintain positive working relationships with clients, staff, and other departments
- Perform other duties assigned by the manager.

## REQUIREMENTS:

- Currently holds RIBO license in good standing, industry accreditation an asset.
- 1 year previous Personal Lines experience
- You have a superior client service orientation
- You have the ability to communicate effectively with clients, both verbally and in writing
- You have excellent interpersonal skills
- You have excellent organization and time management skills
- You possess a professional telephone manner
- You have strong analytical and decision making abilities
- You demonstrate the ability to adapt to change
- You have excellent computer/keyboarding skills
- In depth knowledge of High Net Worth Markets an asset.
- A team player with a strong work ethic
- An unwavering commitment to delivering professionalism and expertise to our clients



*We are committed to providing accommodation upon request for applicants and employees with disabilities.  
If you require accommodation, we will work with you to meet your needs.*