

Customer Service Representative

Who We Are

Do you want a company you can grow with? Wylie Crump and Navacord are one of Canada's fastest growing commercial insurance brokerages. This is an excellent opportunity if you are looking to begin or grow your insurance knowledge and tailor an intellectually stimulating and fulfilling career path. This junior role will work with our small team of dynamic, collaborative and supportive individuals. We welcome candidates with 1-2 years' experience in the insurance industry, or those considering a move to a new career.

Customer Service Representative – Full Time

You will provide excellent customer service to our clients and maintain detailed and accurate documentation in fulfilling the role's main responsibilities:

- Assist Client Executive and our Client Team by managing client renewal and expiry lists, routine client inquiries and requests including preparation of certificates of insurance.
- Prepare underwriting submissions, client proposals insurance summary reports and manage related correspondence.
- Maintain and support WCL's client prospect system.
- Input relevant client information into WCL's agency management system.
- Verify and process client invoices, provide payment solutions and assist with managing Client Team accounts receivables.
- Prepare spreadsheets and other documents to support analysis of accounts including claims.
- Other miscellaneous duties and responsibilities as required.

Qualifications

- Two years of commercial insurance industry experience is preferred
- Level 1 – 2 license (if level 1, or no license, must be committed to obtaining Level 2 within an agreed timeline).
- You work best in a fast-paced team environment where collaboration and a supportive workplace is the norm.
- Strong proficiency working within MS Office environment (Outlook, Word, Excel, PowerPoint)
- You are a detail-oriented individual who takes pride in providing a strong emphasis on the accuracy and quality of your work.

Why Wylie-Crump?

Our growth model is built upon employing dynamic people that want to build something truly great. Our team enjoys:

- An office culture that balances our very high professional standards with keeping things light, fun and always respectful, and providing for work/life balance.
- Industry leading compensation packages including salary, group insurance benefits, vacation time and additional perks such as a physical fitness allowance. Please note that salary placement will reflect the successful candidate's experience and license level.
- Support for education and development tailored to individual employee goals and interests.

Join our Team

Please submit your cover letter and resume to careers@wyliecrump.com by November 21, 2018.

We appreciate all interest, and advise that we will respond to selected candidates soon after the posting closes.