

Client Service Support

Personal Insurance



Northern Insurance Brokers provides our clients across Northern Ontario with expert advice in risk management and insurance.

As a broker partner of Navacord, one of the largest insurance brokers in Canada and a leader in Personal and Commercial Risk Management, our employees have the opportunity to build a successful professional career in the Insurance Industry, with access to Navacord's proprietary Programs and Products.

SAULT STE. MARIE | REPORTING TO: Technical Service Manager

POSITION OVERVIEW:

Northern Insurance Brokers is seeking client service support through a Technical Service Representative to assist our Personal Insurance team in our Sault Ste. Marie office.

The successful candidate will assist with the continued growth and maintenance of our portfolio through validating policy data, managing the flow of documentation from insurers to policyholders, and supporting our Client Service and Sales teams in delivering a seamless Customer Experience.

No prior insurance experience is required – if you are skilled in data processing and validation, comfortable working with computers and digital communications, and interested in joining the ever-changing world of insurance, this may be the right fit!

RESPONSIBILITIES:

- ▶ Support our existing insurance relationships by processing policy renewals, mid-term changes, and invoicing client policies
- ▶ Process payments and inbound documentation of clients
- ▶ Manage policy data and understand the needs of our Personal Insurance clients
- ▶ Support and engage with our Client Service, Sales, and Technical Service Teams
- ▶ Continuously improve your technical and market knowledge through ongoing training and networking to achieve goals and deliver results
- ▶ Be active in your networks and your community, doing your part to represent Northern and Navacord

KEY EMPLOYEE BENEFITS:

- ▶ Competitive compensation and full benefits package which includes a comprehensive pension plan
- ▶ Professional Development Courses and Designation opportunities
- ▶ Opportunity to work as part of a high-performance team of experienced and respected insurance professionals with potential for growth

THE IDEAL CANDIDATE:

- ✓ Is conscientious in their day-to-day work and comfortable with repetitive tasks
- ✓ Demonstrates professional communication skills and a positive attitude
- ✓ Is a self-starter with strong organizational, written, and oral communication skills
- ✓ Is easily adaptable and has the ability to multi-task effectively
- ✓ Is driven by the desire for constant improvement and is dedicated to building their insurance knowledge with a long-term career focus
- ✓ Post-Secondary Degree preferred
- ✓ Fluent in English; French is an asset
- ✓ Advanced skills in Outlook, Excel, Word

We are an equal opportunity employer who is dedicated to fostering a diverse workforce and inclusive company culture.

Qualified applicants please apply at www.northernins.ca/careers