

# Technical Service Representative

## 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 Technical Service Representatives have the opportunity to build a successful professional career in the Insurance Industry, with access to Navacord's proprietary Programs & Products.

**SAULT STE. MARIE or SUDBURY | REPORTING TO: Technical Service Manager, PI**

### POSITION OVERVIEW:

Northern Insurance Brokers is seeking a Technical Service Representative to join our **Personal Insurance** team in Sault Ste. Marie or Sudbury.

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
- ▶ Manage policy data and understand the needs of our Personal Insurance clients to support effective policy servicing
- ▶ Support Reception by welcoming clients, receiving payments, and assisting with document submission
- ▶ Work closely with Client Service, Sales, and Technical Service teams to support client needs and operational efficiency
- ▶ Contribute to the achievement of Organic Growth and enhancing Client Experience
- ▶ Continuously improving your technical and market knowledge through ongoing training & networking to achieve goals and deliver results

### KEY EMPLOYEE BENEFITS:

- ▶ Competitive Compensation including a Full Benefits Package and RRSP matching
- ▶ Professional Development Courses and Designation opportunities
- ▶ Opportunity to work as part of a high-performance team of experienced and respected insurance professionals
- ▶ Expected annual compensation range of \$39,600 - \$48,400

### THE IDEAL CANDIDATE:

- ✓ Demonstrates strong attention to detail and is comfortable performing routine, process-driven tasks with accuracy
- ✓ Communicates professionally and maintains a positive, client-focused attitude
- ✓ Is a self-starter with excellent organizational skills and strong written and verbal communication abilities
- ✓ Adapts easily to changing priorities and can manage multiple tasks effectively
- ✓ Is motivated by continuous learning and is committed to building long-term expertise in the insurance industry
- ✓ 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.**