

CUSTOMER SERVICE REPRESENTATIVE

About Cognition+

Join our *Dynamic* and *Passionate* team at Cognition+, where we are dedicated to revolutionizing the insurance industry with cutting-edge digital solutions. Since 1996, we have been committed to understanding and addressing the unique business challenges faced by insurance companies of all sizes. Our offerings include a fully customizable Enterprise Insurance Management Platform, along with on-demand support, connectivity, cybersecurity, and professional services.

At Cognition+, we believe that our success is driven by the diverse perspectives, ideas, and cultures of our team members. We foster an environment of teamwork, commitment, and trust, where every voice is valued. Our investment in research and development ensures that we stay at the forefront of technology, delivering innovative solutions that keep our clients ahead of the curve.

Why Join Us?

Innovative Environment: Be part of a forward-thinking company that values creativity and innovation

Supportive Culture: Work in a friendly and inclusive environment where your contributions are recognized and valued

Comprehensive Benefits: Receive a competitive compensation package, including benefits, Group RRSP, and incentives

Professional Growth: Take advantage of opportunities to learn, grow, and advance your career

Work-Life Balance: Enjoy flexible work hours that help you maintain a healthy work-life balance

If you are looking for a challenging opportunity where your work will make a lasting impact and your career can flourish, we want to meet YOU!



THE OPPORTUNITY

As a member of the Client Relations team, the Customer Service Representative plays a pivotal role in ensuring customer satisfaction by addressing inquiries, resolving issues, and providing technical assistance. In this role, your responsibilities will include communicating effectively with customers to understand their concerns, troubleshooting software-related problems, and offering comprehensive solutions.

Additionally, you will collaborate closely with internal technical teams to escalate and resolve complex issues, contributing to the continuous improvement of our software products. Your commitment to delivering exceptional customer experiences will be essential in maintaining positive customer relationships and fostering a supportive user community.

This position can be performed from our office in London, Ontario or remotely within Canada. Remote-based employees may occasionally be asked to travel to our office for meetings or team-building events.

Responsibilities

- Working on customer requests and resolving them with accuracy and in a timely manner
- Communicating with customers through various channels
- Coordinating efforts with colleagues and internal teams
- Gaining in-depth knowledge of our products and staying up to date
- Use technical tools to diagnose and repair issues
- Perform other job-related duties as assigned

Qualifications & Skills

- Customer service experience in a software company
- Experience in the property and casualty (P&C) insurance industry
- Clear and effective communication style, both verbal and written
- Self-motivated with strong analytical skills
- Enthusiastic with a positive attitude
- Tech-savvy and comfortable working with different software products
- Experience with Jira or other tracking software
- University degree or college diploma in a related field

Nice to Have

- F/CIP designation or working towards F/CIP designation
- Knowledge of accounting, underwriting and claims within the insurance field generally and the Farm Mutual industry specifically
- Basic understanding of SQL

APPLY NOW

www.gocognition.com/join-us

Equal Employment Opportunities

Cognition+ is committed to employment equity and welcomes diversity. We encourage applications from qualified individuals from all backgrounds.

Cognition+ provides accommodations to applicants with disabilities throughout the hiring process. If you require accommodation, please contact:

Human Resources

hr@gocognition.com

519-432-8553 ext. 362

We thank all applicants for their interest in this position; however, only qualified candidates will be contacted for the next steps in the process.