



Cayuga Mutual Insurance Company is seeking professional, energetic, and enthusiastic individuals to join our team as a Customer Service Representative.

We are one of Southern Ontario's leading farm mutual insurance companies. A financially strong company, Cayuga Mutual is growth oriented, membership based, and offers peace of mind through high quality insurance products and coverage for our neighbours' homes, farms, automobiles, and commercial ventures, through a dedicated staff and agent distribution network. (www.cayugamutual.com)

Our successful licensed Customer Service Representative provides administrative support to our agent team by assisting with quotes, applications, and client requests. You are responsible for providing knowledgeable, effective, and efficient customer service to clients in person and on the phone. You will offer insurance advice and process changes.

We are a mutual ... we are owned by our customers. Their needs are your maximum priority

Attributes/Requirements of the successful candidate

- Demonstrates integrity with good faith, respect of privacy and confidentiality
- Excellent people, relationship building, verbal and written communication skills
- Possess an "Other than Life" (OTL) general Insurance license or RIBO license
- Previous sales and insurance experience an asset
- Provide service to policyholders; handle questions and general inquires, recommend, and provide increased limits or coverage
- Responsible for the quality and timeliness of all policy documentation processing
- Adhere to all Cayuga Mutual Insurance underwriting guidelines, system, and company regulations.
- Conduct oneself in a manner consistent with the organization's values, code of conduct and business ethics.
- Work collaboratively with all departments and colleagues.
- Preference for candidate with a CIP designation or actively pursuing and committed to ongoing learning and professional development.

Note: Closing date for application submission is July 15, 2022. Cayuga Mutual Insurance is an equal opportunity employer. We thank all applicants for their interest, however only those under consideration for the role will be contacted.

Please submit resumes in confidence to Rosanne Belliveau, Chief Human Resource Officer at rbelliveau@cayugamutual.com