



With over 145 years of property & casualty insurance experience, Heartland Farm Mutual strives to be the Best Farm Mutual. Heartland offers automobile, property, and farm insurance to more than 50,000 people in Ontario and Nova Scotia. We are courageous. Our team is talented and dedicated, challenging the norm, and striving to be better every day. People come first at Heartland. As a result, our focus is on relationships. It's all about delivering a genuine customer experience. We have a team of solution-oriented problem solvers providing expertise on our home, farm, commercial and auto products. We are currently recruiting for the role of:

Receptionist - Waterloo

What you will do...

- Manage state of the art online 8x8 Digital phone system.
- Utilize the phone system to monitor employee availability and ensure that instructions are in place.
- Greet and direct visitors, contractors, and suppliers, ensure the sign-in registration and visitor badges are recorded and issued.
- Management of employee badges
- Maintain inventory, replenish, and process special orders of office supplies.
- Prepare Welcome Sign for customers and newly hired staff.
- Assembly and delivery of new hire office supply welcome kits.
- Scanning, indexing & electronic routing of business documents.
- Order new hire office & workstation nameplates.
- Review office supply invoices and sign off/verify receipt of goods.
- Route electronic faxes and voicemail received via electronic inbox to staff.
- Monitor Reception email inbox for staff out of office, visitors coming in and other pertinent info.
- Co-ordinate incoming and outgoing courier service.
- Prepare outgoing registered letters for Canada Post, schedule courier pick-ups and deliveries.
- Assist the Operations team with document management processes and workflows.
- Ensure Reception area is kept neat & tidy.

What you will bring...

- High school diploma.
- Minimum of 2 years of experience in a Receptionist or Administrative role. Insurance industry experience is considered an asset.
- Technology skills for complex telephone, computer hardware & relevant software systems and tools.
- Ability to work independently with minimal supervision.
- Strong organization skills and ability to prioritize own work.
- Exercises discretion in the use of information and respects confidentiality.
- Demonstrates respect and tolerance for others.
- Strong punctuality and reliability.

What we offer...

- A company that truly values integrity, respect, professionalism, transparency, forward thinking, community and environment.
- Ongoing skills development with subsidies for tuition and professional accreditation.
- A defined Incentive Plan where commitment to excellence is financially rewarded.

If you have the qualifications we are seeking and would thrive in a work environment where you are valued and respected, please apply on the company website:

<https://can62e2.dayforcehcm.com/CandidatePortal/en-US/heartland/Posting/View/702>

*Accommodations are available on request for candidates taking part in all aspects of the selection process.
(Only qualified candidates please. No phone calls. No agencies.)*

A Place Where YOU Can Make a Difference! Proudly Canadian. Mutually Owned.