

Lead, Member Service Representative (MSR)

Who We Are

Axiom Mutual Insurance Company is a proud leader in the Ontario Mutual Insurance industry. As a Mutual insurer, we are Member-owned and pride ourselves on serving our Members with customer service that is second to none. We believe in providing our Members with peace of mind – properly insured.

Opportunity

We are seeking a licensed professional who will play a pivotal role in leading our Member Service team to enhance Member engagement and satisfaction at every interaction. The MSR Lead will empower Member Service Representatives to deliver accurate, timely, and friendly service, ensuring that Members feel valued and supported. This position enables Insurance Advisors to better leverage their time and efforts in support of risk-appropriate policy and premium growth at Axiom Mutual. The successful customer-centric applicant will work within Axiom Mutual's existing framework, developing mutually beneficial relationships with our current Members and further enhancing their experience with Axiom Mutual.

What You Will Be Doing

- ▶ Leading and overseeing the Member Service Representatives' team, ensuring Members receive exceptional service in the absence of Insurance Advisors.
- ▶ Assisting Insurance Advisors with the sales workflow and providing guidance on internal systems
- ▶ Supporting new business by coordinating quotes, processing required reports (e.g., MVRs, HITs), and ensuring all necessary documentation is accurate and complete.
- ▶ Collaborating with Advisors to review submissions and resolve urgent or delicate requests from the underwriting team
- ▶ Assisting with onboarding, training, and development of Member Service Representatives (MSRs) to maintain consistent, high-quality service
- ▶ Ensuring seamless communication between departments and maintaining accurate, timely, and complete electronic records of Member interactions in our systems
- ▶ Participating in prospecting activities such as trade shows and learning sessions
- ▶ Identifying risk management opportunities with Loss Prevention to reduce potential exposure

Trust

Passion

Community

Agility

Candidate Profile

- ▲ Active FSRA Agent or RIBO Broker license
- ▲ University / College degree or diploma - Business or communications preferred
- ▲ Working knowledge and experience using P&C insurer operating platforms, specifically Applied EPIC; candidates with Applied EPIC experience will be preferred
- ▲ 5+ in sales, customer service or marketing role
- ▲ CIP Designation or in progress

What We Offer



Performance
Based
Compensation



Career Growth



DC Pension Plan



Paid Training
Opportunities



Extended
Benefits

Axiom Mutual Insurance Company is an inclusive employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We encourage applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. We encourage candidates to make their accommodation needs known so we can provide equitable opportunities.

How to Apply

Interested candidates are encouraged to submit their resume and cover letter detailing their unique qualifications and experience to careers@axiommutual.ca.

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