

Customer Service Representative

Caradoc Townsend Mutual Insurance Company (CTM) is seeking career-minded individuals with a drive and passion for helping people to join our team as a Customer Service Representative.

As a Licensed Customer Service Representative, you provide administrative support to our agent team by assisting with renewals, client file reviews, 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 policy changes.

This is hybrid office-remote. Candidates should be within reach of our office in Kilworth, Ontario.

We are a mutual...we are owned by our customers. Their needs will be your highest priority.

What you will do:

- Provides support to assigned book of client business, regarding renewals and endorsements, confirming coverage, and liaising with clients on claims
- Provide administrative support to the sales team
- Provide back-up phone and in-person support to assist clients
- Act as an expert resource in insurance matters for CTM clients
- Advise clients on coverages and claims questions
- Act as contact person for clients when their primary agent is unavailable
- Be active within the community to support CTM's mission
- Support training and develop needs on insurance software

What you will need:

- A current and valid General License (OTL), or the ability to obtain one within 30 days
- CIP completed or in progress
- Exceptional relationship building and people skills
- Solid listening, written, and oral communication skills
- A demonstrated desire to help your neighbours and improve your community
- Strong attention to detail
- Knowledge of personal lines insurance
- Knowledge in farm, commercial, insurance an asset
- Experience in Power Broker an asset
- A commitment to showing relentless respect, kindness, and empathy in all you do

If this sounds like you, please send your resume outlining your experience to us for consideration.

CSR Employment Opportunity
Caradoc Townsend Mutual Insurance Company
PO Box 1030 780 Old Hwy 24,
Waterford, Ontario N0E 1Y0
Or by email: HR@ctmins.ca