

## Administrative Assistant

Caradoc Townsend Mutual Insurance Company (CTM) is seeking an Administrative Assistant who will report directly to the Corporate Services Team Leader. The position will be based out of our Kilworth office. CTM is a financially strong, growth oriented, policy holder-owned, mutual insurer. CTM is an equal opportunity employer.

CTM realizes that your work life is not just about performing a job: it's about work/life balance and being part of an organization that allows you to grow and reach your full potential. Our Corporate Services team is looking to provide excellent customer service and for ways to help our clients better. The Administrative Assistant will sometimes be the front facing contact for clients and business partners visiting and calling the Kilworth office. This role provides administrative support to all departments. We strive to deliver efficient processes and customer service for all.

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

What you will do:

- Accurately provide straightforward information in-person and via phone/email.
- Prepare written emails, memos or letters.
- Data entry, documents and records management, accounts receivable and accounts payable support.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs, in accordance with Company policies.
- Contributes to team effort by accomplishing related results as needed.
- Maintain polite and professional communication via phone, e-mail, and mail.
- Anticipate the needs of others in order to ensure their seamless and positive experience.
- Answering phones in a professional manner and direct calls as necessary.
- Back up to Receptionist and Document Fulfilment Administrator.
- Build relationships with other departments.
- Other administrative support and duties as assigned.

What you will need:

- High School Diploma or equivalent
- Familiarity with phone systems & Telephone Skills
- Previous experience with Microsoft Office software preferred
- Ability to Multi-task & Attention to Detail
- Excellent time management skills and the ability to prioritize work
- Good listening, verbal and written communication skills
- Punctuality & Attendance
- Professionalism and Customer Focus
- 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.

**Deadline to submit your resume is July 15<sup>th</sup>, by midnight.**

Administrative Assistant Opportunity  
Caradoc Townsend Mutual Insurance Company  
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Waterford, Ontario N0E 1Y0  
Or by email: [hr@ctmins.ca](mailto:hr@ctmins.ca)