



Customer Service Representative (CSR)

Durham Region, ON

Full-time

Ideal Start Date: July 2022

Compensation will vary based on experience. Base + Commission

Description:

STIRCO Insurance Brokers LTD. is adding a **RIBO Licensed, Hybrid CSR**. STIRCO is the newest member of the Lyon & Butler Group of Companies and operates in the Durham Region, primarily servicing the GTA – Northumberland County.

The ideal candidate is experienced in the Personal Lines realm but is also interested in learning and supporting the Commercial Lines book of business. You are self-motivated, resourceful and have an entrepreneurial spirit willing to wear many hats. You will work with Producers on their personal portfolios, building long-term relationships with the Producers, various Underwriters, and the clients you manage and generate new business opportunities. You will also learn from and support the Commercial Account Managers on the Commercial portfolio.

Roles & Responsibilities:

PERSONAL LINES:

- Day to day client management and account maintenance. Act as one of the primary points of contact on PL accounts; responsible for maintaining key client and insurer relationships
- Process policy changes, endorsements, cancellations, payments, and inquiries
- Review and assess coverages as required and identify when needs change and there are cross-sell and up-sell opportunities
- Assist Producer with new business submissions, proposals, quotes, remarkets and binders as required
- Initiate, negotiate and process renewals
- Provide confirmation of insurance
- Manage claim submission and advocate for clients during claims process
- Responsible for generating new business opportunities in alignment with targets

COMMERCIAL LINES

- Process endorsements
- Review and issue Certificates of Insurance and liability slips as required
- Process small business renewals
- Assist with office administrative duties as required

Qualifications:

- Attention to detail, organized and solutions oriented in a fast paced, multi-faceted environment
- Currently holds a RIBO license in good standing
- College diploma and/or university degree or equivalency
- Experienced in delivering client-focused solutions based on customer needs with the ability to deliver positive customer experiences
- Proven sales ability to round-out accounts and create new business opportunities
- Self starter and ability to build efficiencies within your daily workflow

- Min 1-2 years as a Personal Lines CSR
- Willingness to learn and support Commercial Lines
- Knowledge of insurance markets and reference to markets
- Knowledge of insurance rating and underwriting procedures
- Experience with the Broker Management Systems (PolicyWorks, Applied Epic, Applied Rating Services, CSR24 and Insurer Portals) an asset.
- Proficient with Microsoft Office products
- Communicates effectively and efficiently

Benefits and Compensation:

- Business casual dress
- Company events, social hours, and opportunities to give back to our community (post COVID 19)
- Group Benefits plan
- Paid Personal/Sick Days, vacation days
- Mobile phone reimbursement opportunity

Additional Information:

The STIRCO Office will be located in the Durham area. The selected candidate is expected to work in office, but there is flexibility to work from home.

Interested candidates please submit your cover letter, compensation expectations and resume to info@stircoinsurance.com by **June 24, 2022**

We thank all applicants for their interest, however, only those selected for an interview will be contacted.