



## JOB POSTING

**Position:** Personal Lines Client Manager

**Department:** Personal Lines Service

**Location:** Woodbridge

**Reports to:** Personal Lines Supervisor

**Summary:** The primary responsibilities include, but are not restricted to, servicing of clients, full policy review, quoting and selling new business, up-selling and cross-selling of existing clients, accounts receivable and securing expiry dates. The client manager may be required to conduct face-to-face meetings with clients for policy review, etc. The incumbent must be an experienced broker and should have the product knowledge of most personal lines insurance markets. Participation in association trade shows/conferences etc is expected from time to time. You will also be required to perform other clerical functions as required periodically which management may deem appropriate for the efficient operation of the department.

### **Service Standards:**

The incumbent of this position is required to complete tasks assigned to the position within the established service standards within the deadline established by the team leader.

### **Skills:**

- Minimum Grade 12
- RIBO License
- Minimum of five years previous client manager experience
- Knowledge of multiple insurance companies is an asset
- Strong interpersonal and organizational skills
- Excellent verbal and written communication skills
- Exemplary phone etiquette and customer service skills
- Ability to maintain composure under pressure and multi-task to meet concurrent deadlines
- Detail oriented, self motivated and resourceful with sound problem solving skills
- Proficient keyboard and PC skills are required in Windows, Microsoft Office Package (Word, Excel) and SigXP.
- Operate other office equipment, fax, photocopier, voice mail, etc.
- High degree of integrity, reliability and professionalism

**If you are interested in applying for this position, please reply in confidence to Human Resources by November 11, 2011**