

JOHN SUTHERLAND AND SONS LIMITED

Personal Lines Customer Servicer Broker (CSB)

Job description:

****You must have your RIBO license to receive an interview**

****You must be able to work in our Guelph office 1-2 days a week to receive an interview**

Are you the right fit for our company culture? If you are passionate about delivering unsurpassed customer service, can self-motivate, and thrive in a fast-paced environment, we would like to hear from you. We are a family-owned insurance brokerage, in business over 155 years, offering competitive compensation packages, benefits, and dedication to our team and clients.

Responsibilities

- *Provide customer service via telephone and written correspondence*
- *Ensure Customer problems are resolved in a timely manner*
- *Portal entries*
- *Team player, interfacing with all departments*
- *Work closely with paired up Producer*
- *Follow internal company workflow*
- *Identify enhanced sales/cross opportunities, explain and recommend to clients*

Requirements

- *RIBO license is required or the ability to convert OTL to RIBO*
- *2 years of experience in Personal Lines customer service*
- *Problem solving skills*
- *Demonstrates appropriate sense of urgency*
- *Organization skills*
- *Strong attention to detail*
- *Able to follow tasks to completion with minimal supervision*
- *Proficient in SIG is an asset*
- *Customer focused attitude*

Please note, we will only be contacted those we wish to have an interview with.