



Position – Personal Insurance Client Care Specialist.

Title

Client Care Specialist

Reports To

Personal Insurance Manager

Summary

The Personal Insurance Client Care Specialist will primarily be responsible for servicing a book of business plus selling the organization's personal insurance products to potential clients through superior knowledge-driven customer service. This individual will expedite the acquisition of new accounts through quoting and selling the organization's personal insurance product offerings. The Client Care Specialist should be a highly motivated sales professional with the ability to thrive in a contemporary office environment, responding to all inquires while delivering exceptional customer service.

Core Competencies

- Accountability
- Analytical Thinking
- Communication
- Detail Oriented
- Negotiation
- Networking and Relationship Building
- Service Orientation

Job Duties

- Sell new personal insurance products to prospective clients through the provision of knowledgeable and accurate information pertaining to the organization's personal insurance product offerings and their benefits. The products include, but are not limited to Habitational, Seasonals, Rentals, Marine & Travel Health.
- Carry out all associated selling functions including the prospecting, soliciting and quoting of new accounts.
- Properly document all selling activities according to organizational standards.
- Offer exceptional customer service providing necessary information in order to allow potential clients the ability to make fully informed and knowledgeable decisions.
- Establish and maintain working relationships in order to ensure satisfaction with service.



- Schedule appointments and/or follow up with clients as requested, ensuring to properly prepare for such appointments.
- Respond to all referrals in a timely and accurate manner.
- Become an expert on the organization's personal product offerings in order to deliver superior customer service and provide required information.
- Present quotes to potential clients as required.
- Service MPI and Drivers Licensing clients as required.
- Encourage and promote through cross selling other Nation West products and services.
- Encourage client reviews on Google search.
- Other office duties as assigned.

Requirements

- Level (2) Insurance License preferred with a minimum (4) years of insurance experience.
- Considerable knowledge of the insurance industry specifically personal lines considered an asset.
- Excellent verbal and written communication skills with the ability to communicate with all levels of the organization and clients in a professional and tact manner.
- Ability to adapt communication styles as required explaining complex information in a simple and concise manner.
- Basic mathematical and analytical skills required.
- Self-starter with the ability to work independently as well as in a team setting.
- Able to multi-task and work under pressure.

Work Conditions

- Interacts with employees, management and the public at large.
- Overtime may be required.
- Ability to attend promotional events.

Compensation

- Compensation will be offered based on core competencies plus bonus.

Contact us

- Interested candidates can send resumes in confidence to hr@nationwest.ca

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