

# NOVA MUTUAL

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## INSURANCE

**Position Title:** Inbound Insurance Agent (16 Month Contract), Nova Mutual Insurance Company

### About the Company

With roots dating back to 1867, Nova Mutual has protected clients when they need it the most specializing in Agriculture, Commercial Home and Auto insurance. With a Team of dedicated professionals, we have established ourselves as one of the leading Mutual Insurers in Southern Ontario.

A people-focused organization has allowed us to create a Vision and Strategy that wraps our service and product offering around people like you in communities like ours. We live our people focus in all that we do, our organization prides itself on being creative and flexible while ensuring local communities are receiving the proper Insurance expertise and friendly service at a fair premium.

### Position Summary

The Insurance Agent is a key player in the support and development of our agency business primarily through the sales and service of Nova Mutual Insurance.

Are you outgoing and customer-focused? Are you excited to help customers attain their insurance needs? If you answered yes to these questions, working as an Insurance Agent may be the career for you! We're looking for a motivated, sales-oriented individual who has a passion for the insurance industry. Your work will focus on two main lines of business: auto insurance and home insurance. Our goal is to build up strong relationships and increase our Nova Mutual brand within the Norfolk, Haldimand, Niagara and Brant areas. If you are looking for a contract opportunity with a comprehensive benefit package that provides meaningful work and ongoing learning, then we invite you to submit your resume.

This position will be primarily located at our office in Jarvis, Ontario.

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### Key Responsibilities

- Provide exceptional service to meet on-going member needs, i.e. responding to member queries, conduct needs-based interviews, recommend solutions, conduct care calls, upsell and process renewals;
- Meet and/or exceed specific, attainable sales goals, helping to grow Nova Mutual's book of business, within established guidelines;
- Present and solicit Nova Mutual products and services based on true understanding of our members' needs and goals;
- Educate and assist consumers on the purchase of Nova Mutual insurance products;

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- Determine the acceptability of risks (front-line underwriting), provide quotes, suggest new coverages, cross sell & up-sell, explain coverage & limits
- Work in collaboration with underwriters to provide best options for members while maintaining integrity of Nova Mutual products;
- Prepare documentation for company, completing applications with members as needed, issue insurance certificates and binder letters, process changes and review renewals;
- Timely and accurate handling of invoicing and receiving of customer payments;
- Participate with marketing initiatives as directed e.g. attending trade shows;
- Remain current with underwriting rules, workflow processes, applicable legislation, attending professional development;
- Actively participate in assigned projects and training initiatives;
- Promote Nova Mutual through community support activities

### LICENSING:

Please be advised that any individual who deals directly with the public on any property and casualty insurance transaction must be licensed. We will consider candidates that currently have a valid Registered Insurance Brokers of Ontario (RIBO) or Other Than Life (OTL) license.

### Qualifications

- Excellent customer service skills
- Minimum of two years' insurance experience, such as underwriting, claims, inbound sales or service
- Current OTL or RIBO License
- Minimum of one year work experience on Compu-Quote and/or Customer Relationship Management (CRM), an asset
- Ability to take initiative and act effectively in various circumstances without direction
- Strong analytical and problem-solving skills;
- Excellent listening, verbal and written communication skills, including ability to effectively work in a team
- Proficiency in Microsoft Office suite of products
- Valid Driver's License and access to automobile
- College Diploma/University degree or relevant business experience
- Enrollment in Certified Insurance Professional (CIP) program, as asset

### What we offer

- Comprehensive benefit package and a 35 hour work week (8:30am to 4:30pm)
- Volunteer opportunities to give back to your community.
- Training and development opportunities to grow your career
- "Dress for your Day" culture

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- Flexible work options to support personal and family needs.
- A holistic approach to your well-being and a supportive workplace culture.

## How to apply

Those interested in this excellent opportunity can forward, in confidence, a resume outlining their background and experience by August 14<sup>th</sup> 2019 via email to [hr@novamutual.com](mailto:hr@novamutual.com), attention Ms. Manie Walker.

We appreciate your interest and will contact you if a meeting is required. Nova Mutual Insurance Company is committed to providing accommodations for people with disabilities. Should you require an accommodation, we will partner with you to meet your needs.