



## Customer Service Representative

**HOWARD MUTUAL INSURANCE COMPANY** is excited to add to our dynamic team. We are currently looking to fill the role of Customer Service Representative (CSR) at our Blenheim location. This position is well suited to an individual that has customer-facing experience and is looking for a career in a thriving and supportive workplace.

**HOWARD MUTUAL INSURANCE COMPANY** is a well-established local mutual insurance company with locations in Ridgetown and Blenheim, Ontario, offering a rewarding and team focused environment. We pride ourselves on giving back to our community, providing exemplary service to our customers, and offering our employees opportunities for ongoing training and development. We provide a competitive compensation program which includes a comprehensive benefit and pension package.

The Customer Service Representative (CSR) will primarily be responsible for supporting agents in both the Ridgetown and Blenheim offices by providing information to policyholders, completing endorsements and reports, assisting with renewals, and triaging calls for agents in a professional and friendly manner.

The selected candidate will follow up on Sales Team administrative tasks, and act as a main point of contact for the agents when unavailable.

### Job Qualifications:

- Postsecondary education or equivalent training and work experience
- Other Than Life (OTL) General Insurance Agent License, or the ability to obtain one within 30 days
- Minimum five years of experience in an administrative role
- Valid driver's license and own transportation
- Understanding of the mutual insurance system and its philosophy an asset
- Proficient in Microsoft Office

If you feel this is the job for you, please apply in confidence to the Human Resources Coordinator at [HR@howardmutual.com](mailto:HR@howardmutual.com). Preference will be given to applicants with insurance experience.

We thank all applicants for their interest, however, only those considered for an interview will be contacted. Appropriate accommodations will be provided upon request throughout the recruitment and employment process, as required under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

For more information about Howard Mutual Insurance, please visit our website or follow us on Facebook, Twitter, or LinkedIn