



Career Opportunity: Insurance Broker/CSR

Rayburn Insurance Brokers is currently seeking applications for a full-time Insurance Broker/CSR (Customer Service Representative) for our Tweed, Ontario office.

Duties include:

- Providing front-line customer service, by communicating with the client in person, by phone, email, etc. in order to process changes, additions, or deletions to policies using our specialized broker management program.
- Providing professional advice or recommendations regarding best options for client coverage.
- Create quotes for clients on premiums and options for insurance coverage.
- Client file data management, including creating and updating files in computer system, updating information, retrieving information to confirm data coverage, and recording appropriate changes or adjustments in a timely manner.
- Acting as a liaison between clients, Rayburn Insurance Brokers, and our insurance company providers and personnel, in order to best balance the interests of clients and their options for coverage.
- Responsible for collection of accounts receivable, providing receipts, and other office-related duties as assigned.

Qualifications:

- Required: Post-secondary education (college diploma or university degree)
- Required: Valid RIBO license. CAIB or further insurance education considered an asset.
- At least 2+ years of experience in insurance office.
- Good telephone manner, computer skills and working knowledge of MS Office applications (Word, Excel), as well as experience with computer database management.
- Exceptional customer service skills and ability to work in a small team environment.
- Sales oriented individual with a working knowledge of the risk and insurance products involved.
- Be willing to learn and update skills and education regularly in the ever-changing insurance market.
- Must act in professional manner at all times and maintain a position of trust and confidentiality.

Application Procedure:

Please apply with covering letter and resume via email, regular mail or in-person.

Mailing Address: **Rayburn Insurance Brokers Ltd.**
 PO Box 639
 304 Victoria Street North
 Tweed, Ontario K0K 3J0
 Attn: Hiring Manager

Email applications can be sent to: nataly@rayburninsurance.ca (note: “Insurance Broker Position” in the subject line.)

We thank all applicants that apply – however only those invited for an interview will be contacted.