



Lackner McLennan Insurance Ltd and Erb and Erb Insurance Brokers is a team of dedicated professionals who provide our clients with best-in-class service and products within the insurance and financial services industry. We are a progressive and innovative firm who seeks an energetic, driven, and thoughtful individual to join our team.

**Position: Personal Lines Account Manager (13 month contract)**

As part of our Personal Insurance department, the successful candidate will work diligently and provide an exceptional service experience for our clients.

**Responsibilities/Duties:**

- Complete and perform home and auto insurance product transactions from start to finish.
- Communicate effectively and provide professional advice to clients, resulting in positive client engagement and high client satisfaction.
- Contact clients to discuss their policy and coverages, point out any applicable changes, notify them of any issues, complete payment transactions, provide tailored solutions, and confirm up-to-date and accurate client information.
- Verify underwriting information with respect to new business, renewals, endorsements, and claims for completeness and accuracy.
- Keying change requests and cancellations into company portals
- Provide timely, compassionate and professional guidance to clients during the claims process.
- Diligently file documents and information and ensure approved work flow processes are met.
- Maintain up-to-date technical knowledge of home and auto insurance products and participate in training seminars.
- Cross-sell and up-sell insurance products and services based on customer needs
- Build the firms's brand in the community and encourage business development.
- Maintain and demonstrate the highest standard of business ethics and values.
- Demonstrate a positive and professional relationship with staff, clients, and business contacts.
- Other duties as assigned.

**Qualifications and experience:**

- College Diploma, University Degree or equivalent experience an asset.
- Registered Insurance Broker of Ontario (RIBO) License in good standing, is required.
- Certified Insurance Professional (CIP) or Canadian Accredited Insurance Broker (CAIB) designation is an asset.
- Minimum 2 years' experience in a customer focused role within the insurance industry.
- Computer literacy. Experience with broker management systems an asset.
- Excellent interpersonal and communication skills, both verbal and written, including presentation skills.
- Strong customer service and troubleshooting skills with an attention to detail.
- Highly flexible, with solid interpersonal skills needed to work effectively in a diverse office environment.
- Ability to deal with people sensitively, tactfully, diplomatically and professionally at all times.

Do these qualifications describe you? If you are interested in joining our dynamic team and demonstrating your exceptional abilities, please email your resume to [Imicareers@Imicanada.com](mailto:Imicareers@Imicanada.com).

*We are committed to providing accommodations (for people with disabilities.) If you require an accommodation, we will work with you to support you through your application and during the interviewing and assessment process. Lackner McLennan Insurance Ltd. and Erb and Erb Insurance Brokers, is an equal opportunity employer and is committed to a diverse workforce.*