

# ROBERTSON HALL INSURANCE

We are currently recruiting a Personal Lines Customer Service Representative.

**Daily responsibilities include the following:**

- Answer incoming calls in a timely manner
- Provide professional customer service at all times
- Ability to clearly explain coverage and limits to clients
- Present products and make recommendations to address clients needs
- Up sell and Cross sell
- Process renewals, endorsements, quote and write new business
- Update data on company portals
- Diligently follow up on accounts receivables and payments
- Frequently resolve problems and issues with respect to client policies
- Take claims information from clients

**Qualifications:**

- Minimum of 3 years Personal Lines experience as a licensed broker
- Certified Registered Insurance Broker of Ontario (RIBO)
- Strong customer service skills and communication skills
- Able to work independently
- Must be a team player
- Advanced knowledge of Compu-Quote, and Microsoft Office
- Sig XP experience would be a great asset

**Compensation package includes salary, benefits and performance based bonus.**

Please apply via e-mail to Ellen Heine at [ehaine@robertsonhall.com](mailto:ehaine@robertsonhall.com)

***We thank all interested candidates however only those selected for an interview will be contacted.***