

Bilingual Client Service Representative - ABS

About the role

Reporting to the Director, the *Bilingual Client Services Representative* will be responsible for providing expert service to assist clients to meet their professional liability insurance needs. The incumbent will provide insurance advice on appropriate coverage levels, product availability and costs taking into consideration all available options. The individual in this role will help our team build and sustain good business relationships by providing exceptional insurance advice that will meet client needs.

We are seeking someone with a keen attention to detail and the ability to meet deadlines in a dynamic environment.

Who we are

Advocis, The Financial Advisors Association of Canada, is the association of choice for financial advisors and planners. With more than 17,000 member-clients across the country, Advocis is the definitive voice of the profession, advocating for professionalism and consumer protection. Professional financial advisors and planners are critical to the economy, helping consumers make sound financial decisions that ultimately lead to greater financial stability and independence. Advocis works with decision-makers and the public, stressing the value of financial advice and striving for an environment in which all Canadians have access to the advice they need. For more information about Advocis visit our website at <https://myadvocis.ca/>

Advocis Broker Services Inc. (ABS) is a wholly owned subsidiary of The Financial Advisors Association of Canada. Advocis Broker Services Inc was established to serve the needs of financial institutions, financial advisors, and financial planners in Canada. For more information about ABS visit our website at <https://advocisinsurance.ca/>

We offer:

- A collaborative work environment with opportunities for professional growth and career development
- A competitive salary, flexible schedule
- Great benefits: extended health, dental, life, disability and pension
- Centrally located office space in Toronto, with an amazing view of Lake Ontario
- Remote or hybrid work placement is possible

Responsibilities include:

- Provide a high level of service to all clients
- Assist clients in completing applications and navigating the website
- Assess client needs and provide advice on appropriate coverage levels, products and pricing
- Contribute to revenue goals by promoting and selling ABS insurance products and services
- Keep up-to-date on all products and services offered by the brokerage company
- Be aware of all new and emerging insurance coverages

- Administrative duties such as inputting data, invoicing and helping clients with on-line services as common for all professionals working with clients.
- processing transactions in an efficient and timely manner
- Maintain up-to-date ABS customer files
- Conduct outbound retention calling

Knowledge/Skills Required:

- 1-3 years Insurance brokerage experience
- **Quebec Damage Insurance broker license**
- Ontario RIBO Level 1 license is an asset but not required
- Excellent written and verbal communication skills in both French and English
- A courteous and professional telephone manner
- Excellent organizational and administrative skills
- Strong attention to detail
- Ability to manage competing priorities
- Positive, energetic and professional with excellent interpersonal skills
- Proficient in Microsoft Office with intermediate to advance skills in Excel
- Sound judgment, tact, discretion, diplomacy and professionalism
- Completion of a post-secondary business degree an asset

To Apply:

Interested qualified applicants should e-mail their cover letter and resume to resume@advocis.ca.

We are committed to inclusive and accessible employment practices. Please advise human resources when contacted, if you require any accommodation measures to fully participate in our application or hiring processes. Information received relating to accommodation measures will be addressed confidentially.