

Job Description

Position Title:	Bilingual Broker Support Specialist
Functional Title: (if appropriate)	Recovery Specialist
Department/Division:	Operations - Client Services
Reports To:	Manager Client Services
Date:	April 15, 2013

Position Summary:

The primary role of the Bilingual Broker Support Specialist will be responding to broker and client enquiries via phone, faxes and emails.

Essential Duties and Responsibilities:

- Provide extraordinary level of client service to brokers and clients.
- Answer all incoming calls providing “First Call resolution” while developing strong broker/client relationships
- Assist with problem resolution for broker partners and clients
- Complete all post-funding updates to existing contracts such as banking information and NSF replacements and negative endorsements
- Provide brokers with Web quote support (password changes etc)
- Monitor email, fax queue and voicemails to ensure all requests are resolved within established service levels
- Process contracts and endorsements within the host system
- Follow up on all returned mail and make appropriate corrections to systems
- Other job related duties as assigned to meet ongoing needs of the organization

Knowledge/ Skills/ Abilities Required:

- Excellent verbal and written communication skills - French/English (required)
- Client service and administrative experience
- Must have strong organizational and prioritization skills
- Be self-motivated and proactive
- Possess an energetic and enthusiastic approach to your work and a desire to go the extra mile in client service
- Be a strong team player, able to build relationships with team members and internal and external clients
- Display strong attention to detail and have good abstract reasoning skills
- Demonstrate a flexible attitude towards change and the ability to adapt to new situations
- Knowledge of Outlook, Excel and MS Word

Training/ Education/ Experience Qualifications: *(Include licenses and certifications)*

- College Diploma and/or 1-3 years work related experience ideally within the Insurance/Financial Services industry. Call centre experience is an asset.

Note: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.