



Park Insurance Agency Ltd.  
Telephone: (604) 659-4300  
Toll-Free: 1-800-663-3739  
Fax: (604) 526-1890  
Toll-Free Fax: 1-866-362-0988  
[www.parkinsurance.ca](http://www.parkinsurance.ca)

## **CUSTOMER SERVICE REPRESENTATIVE – JOB DESCRIPTION**

**REPORTS TO: OFFICE MANAGER FOR PERSONAL LINES OF INSURANCE**

### **OBJECTIVES:**

As a member of the Customer Service team your role is to communicate in a simple and easy to understand manner all of the facts, choices, and useful advice so that our clients and prospective clients can make truly informed and confident insurance-buying decisions. Ensuring that our customers are appropriately insured means you will need to explain and up-sell additional coverages and riders that are appropriate to their needs.

- You will be required to process applications and respond to customer queries in an efficient and timely manner, which will promote customer appreciation and loyalty.
- Your goal is to make insurance-buying the most informative, the simplest and most pleasant customer service experience they have ever had.
- Close collaboration with the Customer Service team is required and will lead to training opportunities, increased responsibility and overall career growth.

### **POSITION**

#### **DESCRIPTION:**

- Advise, explain, promote and sell ICBC auto insurance policies, as well as other personal lines of insurance.
- Care for counter and telephone sales and service for ICBC products.
- Remain current with ICBC products and guidelines.
- Maintain filing system, initiate renewals on time, etc.
- Continuously upgrade your education and skills by attending industry seminars and trainings.
- Able and willing to work flexible hours.

#### **BENEFITS:**

- Generous financial package, including bonuses and sales incentives.
- Comprehensive medical benefits program.
- Excellent training opportunities that foster career growth.
- Work for an ethical company with a proven record of success and that is highly respected by clients and business peers.
- Discounts on insurance.
- Easy access to our offices by Skytrain, bus and car.



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## **CUSTOMER SERVICE REPRESENTATIVE (CONTINUED)**

### **SUCCESSFUL CANDIDATES POSSESS**

#### **Education / Experience**

- Level 1 or Level 2 General Insurance license
- Completed AutoPlan essentials course
- Minimum of four months AutoPlan experience
- Fluent in English (written and verbal)
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Agency Manager (TAM).

#### **Aptitudes**

- Desire to provide top-quality work
- Self motivated; willing to take on broad range of tasks and learn new skills
- Willing and able to meet deadlines; adapt well to new situations and changing conditions and time-sensitive priorities within a results driven environment
- Prefer a fast paced and productive environment
- Demonstrate initiative, sound judgement, and leadership abilities.

#### **Communications Skills / Customer Service**

- Excellent interpersonal communication and facilitation skills; “people person,” sense of humour
- Capable communicator; articulate, good listener
- Comfortable communicating with customers (counter sales and telephone inquiries), key accounts, and professionals
- Team player; willing to listen to others viewpoints, able to collaborate with cross-functional teams; consultative skills
- Professional appearance at all times.

#### **Organizational Skills**

- Excellent personal organization skills with ability to manage multiple projects, competing priorities.
- Ability to balance and manage the expectations of customers and colleagues
- Ability to multitask
- Meticulous attention to detail
- Problem solving and analytical skills.

**CONTACT:** [E-mail](#) your covering letter and resume to [Human Resources](#), with the subject line: Customer Service Representative Position.