



Join Us In Building the Future.....

Trillium Mutual Insurance is an organization powered by great people who want to make a difference every day! We are seen as an industry leader in delivering excellent customer service and insurance solutions. What sets us apart from other organizations? Our corporate culture is professional and respectful, yet friendly. We offer a work environment that champions innovation and creativity, energy and passion. We are committed to providing a rewards package that includes competitive compensation, work/life balance, flexible work schedules, professional development opportunities and the chance to make a difference working for an insurance industry leader.

Here is your chance to join an organization that is evolving and poised to change the face of insurance solutions. Currently, we are looking for a **Permanent Full-Time Multi-Line Underwriting Support Person**.

Position Overview:

Reporting to the Team Leader of Personal Lines & Underwriting Support, we are currently seeking a highly motivated, service oriented professional to fill an Underwriting Support position. As a vital member of the Underwriting Support Team, you will be responsible for supporting the underwriting functions by processing transactions or referring them to Underwriting based on level of complexity.

Responsibilities

- Maintain team service levels and quality standards
- Process endorsements, cancellations and renewals within limits of authority
- Enter new business
- Issue certificates of insurance and letters of experience
- Demonstrate excellent customer service by providing administrative support to all Underwriters and prompt response to broker inquiries as required
- Ensure that underwriting procedures and guidelines are adhered to
- Keep up to date with industry and market changes and developments
- Represent the company at industry functions and meetings as required
- Handle other administrative duties and special projects as assigned by the Team Leader and / or Manager



First and foremost, the successful candidates will demonstrate a natural desire to provide exceptional customer service through his/her energy, enthusiasm and initiative. In addition, we are looking for the **following qualifications:**

Qualifications:

- Experience in an administrative position preferably in an insurance setting
- Graduate from recognized diploma program in insurance or a strong equivalent combination of experience, education and training
- GIE certificate or willing to obtain
- Progress or interest in pursuing an industry designation (CIP) is an asset
- Underwriting experience an asset
- Agricultural knowledge an asset
- Excellent oral/written communication and interpersonal skills
- Strong accuracy, attention to detail, and documentation skills
- Strong computer skills
- Solid time management and organization skills
- Ability to multi-task and take initiative to manage priorities effectively
- Flexible, positive and collaborative team member with ability to work with minimal supervision
- Superior customer service skills through energy, enthusiasm and initiative

If you are a high performer who delivers more than what is expected, provides excellent service by understanding customer needs, enthusiastically supports change, shares your expertise, takes responsibility for your own development and who actively seeks new challenges, then we want to hear from you!

We invite interested applicants to submit their resume to hr@trilliummutual.com by **September 8, 2017**. Applicants are thanked for their interest in this position, however, only applicants selected for interview will be contacted. TMI is committed to providing accommodations and to achieving a barrier-free workplace for individuals with disabilities. Should you require an accommodation in order to participate in our recruitment process, we will support you by taking into account your individual accessibility needs.