



Commercial Lines Customer Service Representative (CSR)

Durham Region, ON

Full-time

Ideal Start Date: February 2025

Compensation will vary based on experience.

Description:

STIRCO Insurance Brokers LTD. is adding a **RIBO Licensed, Commercial Lines CSR**. STIRCO is a rapidly expanding, family-owned brokerage that operates in the Durham Region, primarily servicing the GTA – Northumberland County.

The ideal candidate has a minimum of five years experience in the Commercial Lines space and is comfortable hitting the ground on an existing book of business. You are self-motivated, resourceful and have an entrepreneurial spirit willing to wear many hats. You will work with Producers on their commercial portfolios, building long-term relationships with the Producers, various Underwriters, and the clients you manage. You have a keen eye for detail and take pride in your work and the ability to help others. You are able to see the bigger picture and can recognize and address new business opportunities.

Roles & Responsibilities:

- Day to day client management and account maintenance. Act as one of the primary points of contact on CL accounts; responsible for maintaining key client and insurer relationships
- Process policy changes, endorsements, cancellations, payments, and inquiries
- Review and assess coverages as required and identify when changes are needed and recognize there are cross-selling and up-selling opportunities
- Assist Producer with new business submissions, proposals, quotes, remarkets and binders as required
- Initiate, negotiate and process renewals
- Provide confirmation of insurance
- Manage claim submissions and advocate for clients during the claims process
- Review and issue Certificates of Insurance and liability slips as required
- Assist with office administrative duties as required

Qualifications:

- Attention to detail, organized and solutions oriented in a fast paced, multi-faceted environment
- Currently holds a RIBO license in good standing
- College diploma and/or university degree or equivalency
- Experienced in delivering client-focused solutions based on customer needs with the ability to deliver positive customer experiences
- Proven sales ability to round-out accounts and create new business opportunities
- Self starter and ability to build efficiencies within your daily workflow
- Min 5 years as a Commercial Lines CSR
- Willingness to learn and support the entire STIRCO Team
- Knowledge of insurance markets and reference to markets
- Knowledge of insurance rating and underwriting procedures

- Experience with the Broker Management Systems (PolicyWorks, Applied Epic, Applied Rating Services, CSR24 and Insurer Portals) an asset.
- Proficient with Microsoft Office products
- Communicates effectively and efficiently

Benefits and Compensation:

- Business casual dress
- Company events, social hours, and opportunities to give back to our community
- Group Benefits plan
- Paid Personal/Sick Days, vacation days
- Mobile phone reimbursement opportunity
- Flexible work arrangements (hybrid)

Additional Information:

The STIRCO Office will is located in Oshawa. The selected candidate is expected to work in office, but there is flexibility to work from home on an occasional basis.

Interested candidates please submit your cover letter, compensation expectations and resume to info@stircoinsurance.com by **January 1, 2025**

We thank all applicants for their interest, however, only those selected for an interview will be contacted.