

Advisor, Auto Insurance

Location: Campbell River, BC
Reporting to: Manager, Auto Insurance

POSITION OVERVIEW

As an Advisor, Auto Insurance, you will play a key role in our team of dedicated insurance professionals, delivering personalized services and experiences to clients at our branches. This role offers the opportunity to leverage your customer service skills and auto insurance expertise to understand each client's specific needs, create tailored insurance solutions, and leave a remarkable first impression with every interaction.

This is an in-office role located at one of the Navacord branches in Campbell River (Dogwood or Willow Point).

RESPONSIBILITIES:

INSURANCE PROCESSING & ADMINISTRATION

- Process renewals, endorsements, and cancellations for ICBC and optional in-house auto insurance with meticulous attention to detail.
- Assess product terms, conditions, coverages, limits, and exclusions, utilizing your expertise to provide clients with tailored insurance solutions.
- Utilize in-house CRM systems to maintain accurate client information and insurance policy details, ensuring the highest standards of accuracy and confidentiality.
- Oversee the distribution of plates, permits, and debit/credit receipts, ensuring meticulous record-keeping and precise accounting.
- Continuously develop and sustain a strong working knowledge of ICBC products, private auto insurance manuals, best practices, standards, and systems.
- Maintain high processing standards for storage, retrieval, and confidentiality of clients' information, ensuring accuracy and protection.

CLIENT ENGAGEMENT

- Engage with both new and returning clients through consultative in-person or phone interactions, driven by a deep passion for understanding their needs and building lasting trust.
- Conduct thorough reviews of clients' current coverage, offering educated recommendations of Navacord's relevant products and services to ensure comprehensive protection.

SALES

- Meet and exceed sales, business-building, and retention targets, employing strong sales techniques while upholding Navacord's values and standards.
- Process payments and follow up on outstanding balances, demonstrating a commitment to exceptional customer care and financial accuracy.

Individuals working out of a branch with ICBC Driver's Licensing will be required to perform ICBC licensing duties such as manage bookings, scheduling exams, identification and documentation, and other administrative responsibilities, as necessary.

Additional duties and responsibilities may be added during the course of employment.

REQUIREMENTS:

- Level 1 BC General Insurance License preferred OR willingness to train, study, and take the necessary exams and courses to obtain a Level 1 General Insurance license with the Insurance Council of BC.
- Experience in the insurance industry within BC or other provinces and territories is an asset.
- Refined interpersonal and communication skills, with the ability to connect deeply with clients and foster trust, driven by a passion for delivering exceptional experiences.
- Excellent written and verbal communication skills, ensuring clear, concise interactions with clients and colleagues.
- Previous sales experience is highly valued, highlighting your ability to meet goals and deadlines while delivering outstanding customer service with a resourceful approach.

Navacord is actively committed to supporting diversity, equity, and inclusion. We serve and recognize and respect human differences and similarities. We value the diversity of people and actively encourage women, indigenous peoples, members of visible minorities, people with disabilities, and lesbian, gay, bisexual, transgender, and queer (LGBTQ2+) persons to apply.

The salary range for this role is $43,000 to $50,000 per year. Compensation is determined by a combination of factors including a candidate's experience, job-specific knowledge, and skills. Internal equity to ensure fairness across the organization and region/location is also considered.

Qualified candidates are invited to email their resume and cover letter to: bc.careers@navacord.com.

BUILDING THE GREAT CANADIAN BROKERAGE

Navacord is one of Canada's largest and fastest growing multi-line insurance brokers and financial services firms. Navacord is committed to the success of our clients by delivering expert advice in an increasingly complex world which allows them to face the future with confidence.

2nd largest Commercial Brokerage in Canada **~$858 million Revenue**



75,000+ Commercial Clients

~3,700 employees

100+ Locations from Coast to Coast

~$5 billion in Annual Premiums

- **48% Commercial Lines**
- **29% Personal Lines**
- **14% Employee Benefits & Retirement**
- **9% Underwriting Solutions**