

# Associate Administrator

Saskatchewan | Reporting to: Director, Personal Insurance

## THE ROLE

As an Associate Administrator, you'll gain valuable experience through cross-functional training and job shadowing, helping you build a strong foundation in the risk and insurance industry. Working closely with experienced team members, you'll manage vehicle registrations, assist clients with inquiries, and process insurance-related transactions, all while developing key skills for future growth.

You'll be a vital part of a dynamic team, providing personalized support to clients and contributing to the success of the Personal Insurance department. If you're looking for a role where learning is at the forefront, and you're passionate about delivering excellent customer service, this position offers a perfect blend of education, experience, and growth potential.

## WHAT YOU'LL DO:

- Most importantly, you will lead by example, live our values, and drive business relationships for the company by providing exceptional customer service.
- Actively participate in cross-functional training and comprehensive job shadowing opportunities for a fundamental understanding of insurance administrative functions.
- Manage the issuance and renewal of driver's licenses, plates/vehicle registration, permits and updating client information as needed.
- Provide basic motor vehicle related support to clients, addressing general inquiries, and directing complex questions to Account Managers when necessary.
- Process SGI Auto Fund transactions, insurance payments and SGI Auto Fund End of Period tasks as required.
- Maintain organized and accurate records of client information and insurance policy details within our database software and relevant systems.
- Provide clients with prompt service and customized advice, responding to general inquiries via telephone, email, or walk in, from clients, colleagues, and other parties.
- Provide support for the Auto Insurance Team as needed.
- Assist with document processing, which includes new business, renewals, and endorsements within EPIC for all personal lines policies.
- Generate applications/forms (e.g. SOV, Profits Worksheets etc.) as directed.
- Support the Account Managers and Account Executive to reach growth & retention initiatives for the Personal Insurance department.
- Document work related activities with the client, sets priorities and manages workflow to ensure efficient, timely and accurate process of transactions and other responsibilities.
- Actively develop an increased knowledge of related insurance products and client needs.
- Other duties as required.

Local Touch. National Strength.™

**HK HENDERSON**

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## WHAT WE REQUIRE:

- Willing to obtain a Level 1 General Insurance License.
- Commitment to delivering exceptional service and exceeding client expectations.
- Attention to detail and commitment to understanding and meeting client needs.
- High follow through and strong organizational skills with the ability to prioritize tasks effectively.
- Commitment to continuous learning and skill development.
- Excellent written and verbal communication skills and interpersonal skills.
- Skills in analysis, problem solving, critical thinking, decision making, teamwork, communication, innovation, and adaptability.
- Knowledge of Microsoft Office Suite.

*HK Henderson 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.*

## BUILDING THE GREAT CANADIAN BROKERAGE

Navacord is a leading insurance and risk management brokerage created to keep the Canadian entrepreneurial spirit alive. Led by a passionate and engaged partnership group, Navacord Broker Partners are committed to the success of their clients by delivering expert advice in an increasingly complex world which allows them to face the future with confidence.

**4th Largest Commercial Brokerage in Canada**

**2,000+ Employees**

**50,000+ Commercial Clients**

**~\$400mm Revenue**

**60% Commercial Lines**

**25% Personal Lines**

**15% Benefits & Retirement**

**~\$3 billion Annual Premium**

Qualified candidates are invited to email their resume and cover letter to: [careers@hkhenderson.ca](mailto:careers@hkhenderson.ca)