

Auto Insurance Coordinator

Saskatchewan | Reporting to: Manager, Auto Insurance

THE ROLE

The Auto Insurance Coordinator is primarily responsible for delivering an exceptional, courteous, and professional customer service to our SGI Motor Vehicle clients. The essential function of this position includes handling client inquiries in person, over the telephone or electronically, SGI motor license issuing and other administrative duties.

As an Auto Insurance Coordinator, your exceptional follow-through skills and meticulous attention to detail ensures a high level of client satisfaction and a commitment to consistently exceed expectations, resulting in positive client experiences.

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.
- As the first point of contact for clients, present a positive and professional image of the organization to all visitors and clients.
- Provide clients with prompt service and customized advice, responding to general inquiries via telephone, email, or walk in, from clients, colleagues, and other parties.
- Direct non-motor vehicle client inquiries to the appropriate individuals, or departments within the organization.
- Manage the issuance and renewal of driver's licenses, plates/vehicle registration, permits and updating client information as needed.
- Process SGI Auto Fund transactions, insurance payments and SGI Auto Fund End of Period tasks as required.
- Provide basic motor vehicle related support to clients, addressing general inquiries, and directing complex questions to Account Managers when necessary.
- Continuously develop strong knowledge of insurance products and attend mandatory seminars as required to stay updated and informed.
- Maintain the reception area in an organized and presentable manner.
- Other duties as required.

WHAT WE REQUIRE:

- Must hold a Restricted Auto Licence or willing to obtain.
- Demonstrated experience in delivering exceptional customer service.

Qualified candidates are invited to email their resume and cover letter to: careers@hkhenderson.ca

Local Touch. National Strength.™

HK HENDERSON

NAVACORD®

- High follow through and strong organizational skills with the ability to prioritize tasks effectively.
- A well-defined sense of diplomacy and business acumen with a focus on customer service and the overall client experience.
- Skills in analysis, problem solving, critical thinking, decision making, teamwork, communication, innovation, and adaptability.
- Proficiency in Microsoft Office.
- Experience with internal Broker Management Systems (EPIC) considered an asset.

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

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