



Trainee (Winnipeg West & Polo Park)

Winnipeg (Polo Park), MB, 1401 Portage Avenue, Winnipeg, Manitoba, Canada • Winnipeg (West), MB, 3715 Portage Avenue, Winnipeg, Manitoba, Canada Req #736
Thursday, March 17, 2022

Westland Insurance Group has an exciting opportunity for an **Insurance Advisor Trainee** located at our **Winnipeg West** and **Polo Park** offices in **MB**. These are full time permanent positions working in the office. We are looking for candidates that have a desire to begin a career in the insurance industry and provide exceptional client service.

What we offer:

- Competitive base salary
- Comprehensive medical and dental benefits
- Diverse mix of staff and demonstrated work/life balance
- Career growth opportunities and continuing education programs
- Coffee, water, and snacks in office
- Education needed to obtain your Level 1 Broker's License
- **Level 1 License Training Program:**
- Westland offers a six week, fully paid training program to support our new hires obtain their Level 1 Brokers License. Trainees will learn business etiquette and the importance of information privacy and, will be working mainly from home to be able to focus on their training.

The opportunity:

The **Insurance Advisor Trainee** processes auto and travel health insurance transactions, while under supervision. Is committed to developing a career in the insurance industry and is open to learning from others. This role makes a positive

impression by anticipating and interpreting customers' needs while taking initiative to provide competent service.

In this role you will:

- Handle customer service inquiries which are basic and routine
- Engage with clients, greet them as they enter the office, answer client phone calls and make outgoing phone calls regarding the renewal of insurance policies
- Maintain positive customer relations and responds to problems and enquiries
- Use computerized system for tracking, information gathering, and/or trouble shooting
- May respond to inquiries by referring them to published materials, secondary sources, or more senior staff
- Shadow an experienced Insurance Advisor in processing client's Autopac transactions including purchasing, transferring, and terminating coverage
- Under observation, conducts interviews and enters information in the system for the client
- Actively work to upgrade skills, knowledge, and qualifications to acquire the level 1 general insurance license within an established timeframe (financial support provided)

Here's what you bring:

- Completion of Fundamental of Insurance (FOI) or willingness to complete within the first 3 months of employment.
- Previous personal lines, auto and home insurance experience considered an asset but not required.
- Demonstrated experience in a sales or customer service environment
- A natural ability at building authentic customer relationships and functioning as part of a team
- High level of motivation, excellent time management skills, and the ability to multi-task
- Demonstrated ability to maintain confidentiality and to exercise discretion
- Strong work ethic without sacrificing your ability to have fun on the job

Westland Insurance Group is one of the largest and fastest-growing independent property and casualty insurance brokers in Canada. With a national network of 195 locations and over 2,100 employees, the company continues to expand coast to coast. Westland's brokers provide expert advice to home, business, farm, life, and auto insurance clients. Since its founding in 1980, Westland has remained a family-owned company that is committed to supporting its local communities.

Westland Insurance Ltd. is an inclusive organization that values diversity in its workforce. We listen, champion equality and diversity, and create safe welcoming spaces where everyone has a voice and is free to be themselves. Westland Insurance Ltd. encourages applications from all qualified individuals and will accommodate applicants' disability-related needs, up to the point of undue hardship, throughout all stages of the recruitment and selection process.

If you require a disability-related accommodation in order to participate in the recruitment process, please contact the recruitment team by email at careers@westlandinsurance.ca