Insurance Advisor, Farm

Job Description

Internal Title: Insurance Advisor, Farm

Location: Calgary, Edmonton, Grande Prairie, La Crete, or Lethbridge

Department: Underwriting

Reports to: Manager, Underwriting, Commercial Lines

Date Revised: May 29, 2023

Are you looking for a great place to build a career?

- MMI Insurance is an ambitious, growing company looking for people with the desire, ability, and experience to provide excellent customer service and product knowledge to our clients.
- We want people to excel as part of a team with a diversity of skills, talents and backgrounds.
- For over 60 years, MMI Insurance has provided home, auto, farm, church and commercial insurance in the province of Alberta. To learn more about our company and history, please visit: https://mmiab.ca/about-mmi/.
- If you share a passion for providing a great customer experience along with offering great products, and feel your talents, skills and knowledge fit one of our positions, we welcome your application!

What Does MMI Offer?

- Competitive salary
- An annual Bonus program
- A group benefits package fully paid for by MMI Insurance
- A group RSP with company providing matching contributions
- Training and career development opportunities
- Work life balance, with a 35-hour work week
- A hybrid work environment for many positions
- Competitive Vacation and Holiday benefits
- Paid Sick time and Personal Days benefits
- Recognition program for employees

Job Summary

This is a full-time position with salary compensation, and we are filling 1 position. The Insurance Advisor, Farm, reviews the insurance needs of customers and matches insurance products to meet those needs. They underwrite and sell new farm automobile, property, and other types of insurance and service existing clients.

The successful candidate will have industry experience in Alberta Farm property, and automobile including fleet insurance. As part of the underwriting and direct sales team, they will also play a key role in handling our existing Farm Lines business. Duties will include direct customer contact as well as other supporting technical duties, as part of a team.

Job Responsibilities

- Determine the insurance needs for new and existing clients and sell the products that meet those needs
- Meet production targets as set by the management team
- Meet all service standards
- Follow-up on all leads within service standard requirements
- Accurately complete applications and endorsements for automobile, property, and other insurance
- Underwrite new business and endorsements in compliance with company guidelines
- Provide complete documentation for all transactions and client conversations
- Order property inspections as per Loss Control guidelines
- Follow all company processes
- Act in compliance with all government regulations pertaining to General Insurance Agents
- Attend functions to represent MMI, as assigned by Manager
- Complete continuing education hours to maintain General Insurance License
- Work in conjunction with other departments, underwriting, accounting, claims, IT, Loss control
- Mentor new staff
- Assist customers with their daily insurance needs via phone, in person and by email
- Follow up on all client accounts to resolve outstanding activities
- Communicate decisions, and respond to requests in a prompt and professional manner with client inquiries
- Learn rating procedures, wordings, underwriting policies, and regulations
- Remain up to date on product knowledge and build relationships with insurance providers
- Generate leads through community involvement and events
- Knowledge of each Insurance Company's products, endorsements, packages, and payment plans
- Foster positive working relationships with internal and external parties, including other branch offices
- Occasional travel will be required
- Other duties as assigned

Knowledge, Skills and Experience

- 2 or more years of experience with insuring farms
- AIC General Agent Level 2 License

- CAIB and/or CIP Designations are desirable
- Strong sales and communication skills
- Strong customer service skills
- Strong attention to detail, analytical, and problem solving
- Demonstrated planning and organizing skills with the ability to prioritize daily tasks
- Flexibility as to types of work assigned and prioritization. Insurance Advisors will at times have to serve several different customers and work on several different projects at one time.
- Works well with a team, has an ability to assist and support others in achieving work related goals.
- Able to maintain the confidentiality of policyholders, business, staff, and management information. Respects and adheres to the privacy laws
- Beginner to Intermediate Microsoft Office Skills (Outlook, Word, Excel…)
- Willingness to travel

Working Conditions or Special Circumstances

- Location could be any of our offices in Alberta which includes La Crete, Grande Prairie, Edmonton, Calgary, or Lethbridge. Following training, there may be an option for a hybrid work schedule offering ability to work from home some days each week.
- The work schedule is generally Monday-Friday, 7 hours per day, with a one-hour unpaid lunch. However, the Insurance Advisor may have to work odd or long hours at a time to complete special requests or projects, with Branch Manager's approval
- Work interruption can be frequent in meeting the needs of clients and fellow team members.
- Physical requirements:
    - Computer use for up to 7 hours per day
    - Sitting for up to 7 hours per day
- Occasional travel to client sites required

How To Apply

To apply for this role, a cover letter and resume should be directed to: 2023CL@mmiab.ca