



# Mennonite Mutual Insurance Co. (Alberta) Ltd. Mennonite Insurance Agency Ltd.

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## Personal Lines Supervisor (Full time) Calgary, AB

We are a stable, dynamic, growing Insurance Company and Agency who are looking for experienced candidates who are seeking a long term commitment where they can reach their potential and grow with our company.

The Personal Lines Supervisor will mentor and coach a small team of Insurance Advisors. They will have experience as an insurance broker in Alberta property, casualty and automobile personal lines insurance. As part of the underwriting and direct sales team, they will also play a key role in handling our existing Personal Lines business. The role acts as a leader and mentor within the organization to achieve targeted business results with an emphasis on high quality customer service. Duties will include direct customer contact as well as other supporting technical duties, as part of a team.

Mennonite Mutual Insurance provides property, liability and auto insurance for homes, farms and businesses, in a caring manner to Evangelical Christians in Alberta. Mennonite Mutual is guided by a vision statement which is based on Galatians 6:2: "Bear one another's burdens, and so fulfill the law of Christ".

### Responsibilities:

- Manage team performance through proactive coaching, employee development and performance appraisals
- Manage team workflow to meet targeted benchmarks for both short and long term goals
- Ensure adherence to policies, procedures and underwriting guidelines
- Influence the underwriting culture while supporting the company's risk appetite.
- Champion the development and implementation of business change.
- Provide prompt handling and resolution of client inquiries
- Receives and processes client requests and reviews documentation for routine policy changes, additions, deletions, renewals or cancellations
- Provides customers with complete insurance coverage options with new product sales, policy limits and exposure reviews
- Foster positive working relationships with internal and external parties, including other branch offices
- Occasional travel will be required

### Qualifications:

- Eight years Property and Casualty industry experience
- AIC General Agent Level 2 License
- Have experience leading a team with supervisory duties
- Leadership skills with the ability to motivate and engage team while managing change
- Excellent negotiation skills with the ability to present information or arguments in a convincing manner
- Analytical and problem solving skills with the ability to select and implement best solutions
- Excellent decision-making skills with the ability to provide justification
- Excellent communication skills with the ability to present information in a convincing manner
- Excellent ability to multi-task and monitor progress to meet deadlines
- Proficiency of agency and industry software programs
- Ability and willingness to travel

Resumes should be directed to Estelle Besserer

Email: [ebesserer@mmiab.ca](mailto:ebesserer@mmiab.ca)

Meeting Needs Together

[www.mmiab.ca](http://www.mmiab.ca)