



Administrative Assistant – Main Reception Job Description

Internal Title: Administrative Assistant

Location: La Crete, Alberta

Department: Branch Operations

Reports to: Manager, Personal Lines

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 an entry-level, full-time position with **salary compensation**. **This position is located in La Crete, AB and also includes a location allowance.**
- Administrative Assistant to maintain and effectively coordinate the constant flow of information for all staff at Mennonite Mutual Insurance and Mennonite Insurance Agency. They provide general office support, helping all departments to achieve their goals.

Calgary:
300 – 2946 32 Street NE
Calgary, AB T1Y 6J7

Edmonton:
4249 97 Street NW
Edmonton, AB T6E 5Y7

Grande Prairie:
101 – 9901 97 Avenue
Grande Prairie, AB T8V 0N2

La Crete:
PO Box 2260, 9706 100 St.
La Crete, AB T0H 2H0

Lethbridge:
1274 3 Avenue S
Lethbridge, AB T1J 0J9

Toll Free: 1-866-222-6996

Toll Free Fax : 1-866-671-6733

Job Responsibilities

- Main Reception for customer Walk-ins
- Shared phone reception duties for entire company
- Receive and process payments for both MMI and MIAL
- Mail: sending, receiving, and distributing
- Manage and distribute scans that arrive in the La Crete office, as well as scan existing hard files into IBS/Cognition+ and our Broker Management System (Sig)
- Book & coordinate appointments as necessary for La Crete Office IA's as well as Virtual Appointments for Farm and Commercial IA's
- Manage office supply inventory.
- Unlock filing cabinets and doors at the beginning of the day when in office.
- Lock filing cabinets and doors at the end of the day when in office
- Attend team and company meetings.
- Assist with other departments' processes as required.
- Projects as assigned.
- Other duties as assigned.

Knowledge, Skills, and Experience

- Strong attention to detail
- Demonstrated planning and organizing skills with the ability to prioritize daily tasks.
- Flexibility as to types of work assigned and prioritization.
- Proficiency in company computer systems
- Analytical and problem-solving skills, with the ability to select, justify, and implement best solutions.
- 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 rules.
- Have a thorough understanding of office machines, including the phone, the main photocopier, and the Postage Meter
- Beginner to Intermediate Microsoft Office Skills (Outlook, Word, Excel...)
- Ability to speak low German would be an asset – Wie wudden jleichen wan jie kunnen Plautdietsch räden.

Working Conditions or Special Circumstances

- The work schedule is generally Monday-Friday, 7 hours per day, with a one-hour unpaid lunch.
- 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

To apply for this role

Please reply, including a cover letter and resume, to: 2401@mmiab.ca