



With over 140 years of experience, **Heartland Farm Mutual** strives to be the preferred agribusiness and rural insurance specialist. We are courageous. Our team is talented and dedicated, challenging the norm and striving to be better every day. People come first at Heartland. As a result, our focus is on relationships. It's all about delivering a genuine customer experience. We have a team of solution-oriented problem solvers providing expertise on our home, farm, commercial and auto products. We are currently recruiting for the role of:

Team Leader Finance- Waterloo

Position Responsibilities:

- Manage a selection of broker accounts including but not limited to:
 - Ensuring payments are received in an efficient and timely manner.
 - Communicating directly with brokers and policyholders regarding payment issues.
 - Processing returned cheques and declined transactions.
 - Issuing refund payments.
 - Applying payments received via online banking, credit card and cheque.
 - Develop and maintain relationships with internal and external stakeholders.
- Lead Accounts team to ensure day to day operational team duties are processed in a timely manner.
- Ensure that all accounts receivables are managed.
- Define and monitor department standards.
- Identify and implement process improvements of accounts.
- Ensure SOP's exist and processes are consistent across team members.
- Mentor, coach and develop team members and support workplace learning.

Qualifications:

- A minimum of 3 years previous accounts receivable experience is required, preferably in the insurance industry.
- Successful experience in a customer service environment.
- Excellent communication, organizational and time management skills.
- Proficient with Microsoft Office, Excel and accounting software.
- Ability to work effectively independently and with others.
- Maintain professional standards in stressful situations within a fast paced environment and shifting priorities.

We Offer:

- A company that truly values integrity, respect, professionalism, transparency, forward thinking, community and environment.
- Ongoing skills development with subsidies for tuition and professional accreditation.
- A defined Incentive Plan where commitment to excellence is financially rewarded.

If you have the qualifications we are seeking and would thrive in a work environment where you are valued and respected, please apply on the company website: www.heartlandfarmmutual.com. Accommodations are available on request for candidates taking part in all aspects of the selection process. (Only qualified candidates please. No phone calls. No agencies.)

A Place Where YOU Can Make a Difference! Proudly Canadian. Mutually Owned.