



## Licensed Customer Service Representative

The Caradoc Townsend Mutual Insurance Company (CTM) is seeking energetic individuals with integrity, drive, and aptitude to join our team as a Customer Service Representative.

CTM is a financially strong, growth oriented, policyholder-owned, property and casualty Mutual insurer with annual GWP of more than \$13 million. We keep our promises and provide peace of mind through high quality insurance products and coverage for personal, agriculture, and commercial lines. Our dedicated sales group services a membership-client base stretching from Strathroy to Niagara, with two offices, one in Mount Brydges and the other in Waterford.

As a Licensed Customer Service Representative, you will be responsible for providing knowledgeable, effective, and efficient customer service to clients in person and on the phone. You will offer insurance advice and process policy changes.

We are a mutual...we are owned by our customers. Their needs will be your highest priority.

Job requirements:

- A current and valid General License (OTL), or the ability to obtain one within 30 days
- CIP completed or in progress
- Exceptional relationship building and people skills
- Solid listening, written, and oral communication skills
- A demonstrated desire to help your neighbours and improve your community
- Strong team player who can work well with minimal supervision
- Knowledge in farm, commercial, and personal insurance an asset
- Experience in Power Broker an asset

Qualified applicants with an interest in this opportunity can, in confidence, send a resume outlining their background and experience by February 25, 2019:

Licensed Customer Service Representative Employment Opportunity  
c/o Caradoc Townsend Mutual Insurance Company  
22508 Adelaide Rd, Mount Byrdges, Ontario N0L 1W0  
Attention: Ian Pickles, Manager of Agency Business Development  
Or by email: [HR@ctmins.com](mailto:HR@ctmins.com)