



## JOIN OUR TEAM AS COMMERCIAL LINES CLIENT REPRESENTATIVE



### ABOUT US

Navis Marine Insurance Brokers is an independent brokerage, which allows us to always put our clients' needs first. Our ownership is 100% private, and we are proud to be a small business in British Columbia. We are dedicated to providing protection and insurance coverage for the unique needs of marine related clientele. We are fortunate to deal with the majority of the major Insurance Companies in Canada and are also Coverholders at Lloyds of London. This gives us global reach and brokering abilities comparable to major firms, yet we know our clients by name. [Learn more about us](#)

### CHART YOUR OWN COURSE – WORK WITH US

We are proud of the work we do for our clients, and we look forward to working with new clients. Our team is expanding and we are seeking talented individuals who want to build and grow their career with us. Our office is located in downtown Vancouver, British Columbia.

### ABOUT YOU

As a Commercial Lines Client Representative, you work hard to build long-term, positive and effective business relationships with current and potential clients. You do this through active listening and curiosity in fully understanding your clients' needs and what is most important to them. You communicate in a clear effective manner both verbally and in writing, while adapting your communication style as required. You act with integrity by providing timely, accurate and carefully thought out advice.

- Hold a Level 2 Insurance Broker licence in British Columbia
- Have at least 2 years experience working in the insurance industry, preferably in Commercial Lines
- It is in your nature to step up and assist your team as needed and are comfortable in a fast-paced ever changing work environment
- Motivated to contribute each day to the growth of Navis Marine Insurance, and your own personal and professional development
- Creative thinker – Problem solver
- Proficient in MS Office (Word, Excel; Outlook); familiarity with Agency Manager (TAM) an asset
- Knowledgeable of the marine industry with a passion for the water and marine environment an asset

## **WHAT YOU WILL DO**

Working collaboratively under the direction of the Commercial Marketing Manager and in support of the Commercial Sales Team, you will play an integral role in servicing our clients and business development.

### **Business Management and Development**

- Respond to client inquiries and review and sort in-bound correspondence
- Provide administrative support to Account Executives with the preparation of policy documentation, including but not limit to proposals, cover notes, new and renewal policies, endorsements, certificates of insurance and invoicing
- Liaise with underwriters, maintaining abeyances and follow up for outstanding documentation or information
- Maintaining complete and accurate policy files, both electronically and paper files;
- Manage smaller house accounts in relation to renewals, endorsements and general information gathering
- Learn insurance company portals and other systems related to effectively transacting business

### **Client Service Focused**

- Work proactively with all clients including external and internal (colleagues you support) to ensure the best possible client experience
- Collaborate with internal clients to ensure effective business processes
- Approach inquiries or complex cases with integrity and care to find the best possible solutions for our external and internal clients
- Actively seek and be open to feedback to enhance client experience
- Raise external client concerns and provide suggested solutions to Account Executives
- Assist in the process of payments/refunds

## **HOW YOU WILL WORK WITH US**

- Build and maintain respectful, professional relationships with colleagues, clients, company underwriters and others
- Learn and understand Navis Marine Insurance business lines and interrelations
- Contribute and support your team through working to build a sense of community in creating a positive healthy workplace
- Share your knowledge with colleagues and be open to feedback
- Embrace continuous learning in both your professional and personal development

## **WHAT WE OFFER**

- Competitive salary and performance bonus structure, with annual reviews and commission paid first year on referred business
- Comprehensive benefits package including paid vacation, Health Spending Account and Lifestyle Spending Account
- Career growth and advancement
- Mentorship and support
- Licensing fees are paid 100%
- Tuition support for professional development
- Professional yet relaxed work environment