

# CAREER OPPORTUNITY



## Personal Lines Insurance Team Lead

Elmira, ON | Full-Time - Hybrid

### POSITION OVERVIEW

This role contributes to PIB's success by providing full-service support to Personal Lines Insurance clients by obtaining, maintaining, expanding, and servicing our book of business. You will also provide service and support to co-workers as needed with a focus on relationship building in collaboration with PIB Account Executive and Account Manager teams.

### ABOUT US

Programmed Insurance Brokers Inc. (PIB) is a leading full-service, multi-line insurance, and financial services agency, established in 1980. As a nationally licensed agency with access to a diverse insurance carrier market and investment firms, PIB offers unique insurance solutions and custom financial services that empower our clients with real choices. Our personalized approach, industry expertise, and commitment to integrity have helped us earn and retain our clients' trust and confidence over the years.

No matter how small or how large your insurance or financial planning needs are - whether you have a personal or corporate need - we can help you find an insurance or financial solution that will work for you.

- Wealth Management & Financial Planning
- Commercial Business Solutions
- Group Benefits & Group Retirement Services
- Life Insurance & Living Benefits
- Home & Auto Insurance

### RESPONSIBILITIES

- Actively work with team members as an integral contributor to the client satisfaction cycle
- Front line contact to assist clients with all policy reviews and coverage changes
- Maintain and enhance existing book of clients
- Negotiate and plan with client and carrier for optimal retention and satisfaction
- Participate in renewal review in conjunction with the Personal Lines Team(s)
- Capitalize on opportunities and foster leads throughout the service cycle
- Provide guidance and support to all PIB branches coast to coast
- Maintain Epic (BMS) and Internal processes and work flows
- Work with Sales, BD and Operational Change Management Committee to maintain efficient workflow for all Personal Lines Insurance and key clients including group, association and affinity relationships
- Provide training for existing and new Account Managers on the Operational Processes with all aspects of the Personal Lines Unit
- Support Account Managers and Junior Account Managers on operational procedures

## QUALIFICATIONS

- 3+ years experience with service and support
- EPIC and Carrier Portals
- Team Lead and coaching experience
- Strong written and verbal communication
- Technical product and industry knowledge
- Trouble shooting and problem solving
- Time management – working within deadlines
- Conflict management
- Attention to detail

## BENEFITS AND PERKS

- You will enjoy a very competitive compensation model
- A comprehensive employee group benefits package (health, dental, disability, life and travel)
- Profit sharing and company pension
- Flexibility within the role, hours, and office locations
- Wellness Programs and Social Committee to provide team, family and individual collaboration and culture around strategic goals, fun, wellness, health and lifestyle
- Committed to diversity, equity and inclusion

## APPLY NOW

PIB is an innovative leader in the insurance industry. Our head office is in Elmira, ON, with subsidiary offices in London and Chatham, ON, Bedford, NS, and Edmonton, AB. Learn more at: [www.pib.com](http://www.pib.com)

We'd like to hear from you: [APPLY HERE!](#)

As 'owners serving owners' we are passionate about providing attentive service and helping our clients manage the complexities of risk in rapidly changing times.

Our expert advisors deliver trusted insurance and risk management advice anchored in a deep understanding of our client's business.

Our professional team is committed to making a difference in the communities they serve.

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## Navacord - Building the Great Canadian Brokerage

Navacord is a leading insurance and risk management brokerage created to keep the Canadian entrepreneurial spirit alive. Led by a passionate and engaged partnership group, Navacord Broker Partners are committed to the success of their clients by delivering expert advice in an increasingly complex world which allows them to face the future with confidence.

- ✓ 2,000+ Employees
- ✓ 50,000+ Commercial Clients
- ✓ ~\$400 Million Revenue
- ✓ ~\$2.5 Billion Annual Premium
- ✓ 60% Commercial
- ✓ 25% Personal Lines
- ✓ 15% Benefits

Navacord is actively committed to support diversity, equity, and inclusion. We serve, recognize, and respect human differences and similarities. We value the diversity of people and actively encourage women, indigenous peoples, members of visible minorities, people with disabilities, and lesbian, gay, bisexual, transgender, and queer (LGBTQ2+) persons to apply.



Local Touch. National Strength.™