



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

Job Board Posting



Careers.Indigenous.Link

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Insurance Professionals

Job ID	40-28-A2-7F-1E-61	
Web Address	https://careers.indigenous.link/viewjob?jobname=40-28-A2-7F-1E-61	
Company	BCAA	
Location	Multiple Locations, British Columbia	
Date Posted	From: 2019-04-03	To: 2019-09-30
Job	Type: Part-time and Full-time	Category: Service Sector
Languages	English	

Description

BCAA is Hiring Insurance Professionals Across BC!

What BCAA offers you:

â€¢ Itâ€™s not in our nature to brag but we are proud of some of our achievements that recognize great employee culture. Some of our latest awards include being a 2019 Platinum level Best Employer by AON and being recognized as a 2018 Outstanding Workplace by YWCA.

â€¢ Our team members get to make a difference in the lives of our Members and their communities every day.

â€¢ We pride ourselves in being open and transparent and in empowering our people to do great work while serving our Members.

â€¢ We enthusiastically support learning and advancement opportunities for our team members.

â€¢ We are an equal opportunity employer thatâ€™s committed to accessible, inclusive employment.

â€¢ Our Regular Full-Time & Part-Time+ (working 20 hours or more per week) status team members are eligible to participate in our amazing Total Rewards Program which offers: Extended Health and Dental, Vision Care, Life Insurance, RRSP matching with company contribution to your pension, access to Incentive Programs, Team Profit Sharing, Employee & Family Assistance Program and more.

â€¢ Team members at our Home Office also get to use our Shared EV (electric vehicle) Program, have access to our subsidized cafeteria and free fitness centre.

â€¢ Fully paid training program and education to obtain your Level 1 license

Position Overview:

BCAA is hiring Regular Full-Time, Regular Part-Time, and Casual Service Advisors for various locations across British Columbia! As one of our Member-facing team members, you will be an insurance professional dedicated to delivering amazing Member experiences through the servicing of BCAAâ€™s products and services, with a focus on Membership and auto insurance products.

You will be a source of positive brand impressions and will build long-lasting relationships with our Members and help them derive maximum value from their Membership through identifying needs for additional BCAA products and services. You will collaborate with a team who is passionate about igniting unparalleled Member loyalty that enables BCAA to be the most trusted organization in British Columbia.

Key Responsibilities:

Sells and upgrades Membership and auto insurance

â€¢ Through consultative in-person or over the phone sales, acquires new Membership and Autoplan and private auto insurance sales; where required and with the appropriate qualifications, sells additional BCAA products and services

â€¢ Renews BCAA Memberships and Autoplan and private auto insurance policies by reviewing current coverages and making recommendations; where required and with the appropriate qualifications, renews additional BCAA products and services

â€¢ Reviews product terms and conditions including, but not limited to, coverages, limits and exclusions to limit errors and omissions

â€¢ Deepens Member relationships through excellence in customer service including informing Members of Member value and opportunities to save

â€¢ Collaborates with BCAA and other supplierâ€™s Underwriters

â€¢ Meets all prescribed sales, business-building and retention targets, and BCAA and AAA/CAA Member experience goals, standard methodologies, and Underwriting guidelines

Generates referrals for cross-selling of BCAA products and services to new and renewing Members

â€¢ Builds referrals for Senior Insurance Advisors for cross-selling homeownersâ€™ and travel insurance

â€¢ Creates and follows up on future business leads and upcoming renewals

Handles Member/customer accounts and concerns

â€¢ Updates Member information and insurance policy details in applicable systems

â€¢ Processes Membership and Autoplan and private auto insurance endorsements and cancellations; where required, process endorsements and cancellations for additional BCAA products and services

â€¢ Issues new and renewal Membership transactions and Member entitlement products such as passport photos, international driving permits, Member maps, tour books and camp guides

â€¢ Resolves Member concerns by following BCAAâ€™s Member resolution standards and meeting BCAA and AAA/CAA Member satisfaction goals

Processes and handles Member/customer documents

â€¢ Processes payments and follow up on outstanding payments

â€¢ Issues new, renew and makes changes to Memberships

â€¢ Issues new and renewal Autoplan and private auto insurance policies, cancellations, endorsements, plates and transfers; where required, issue new, renewal, endorsements and cancellations for additional BCAA products and services

â€¢ Meets all required processing standards for storage, retrieval, confidentiality, accuracy and timeliness

Acquires and maintains industry, product and systems knowledge

â€¢ Maintains a working knowledge of all BCAA Membership and insurance manuals, standard methodologies, policies and systems

â€¢ Attends required BCAA and industry training courses

â€¢ Keeps up-to-date with industry knowledge and competitorsâ€™ product offerings

â€¢ Maintains annual insurance licensing requirements

Other duties, as assigned

â€¢ Greeting and administrative duties, when co-workers are absent

Qualifications

Minimum Qualifications

â€¢ Completion of Grade 12

â€¢ 2 yearsâ€™ experience in a sales and service environment

â€¢ Level 1 insurance license (or willing to obtain within 3 months of employment)

â€¢ Sales productivity and customer service skills

â€¢ Demonstrated multi-tasking skills and ability to prioritize activities

â€¢ Strong communication skills

â€¢ Ability to work within a dynamic team environment and maintain a high level of integrity

â€¢ Strong judgment and decision-making abilities. Able to consider costs and benefits of potential products in order to make appropriate recommendations.

â€¢ Demonstrated critical thinking abilities. Able to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

â€¢ Ability to meet prescribed sales, business-building, retention and customer satisfaction targets and objectives

â€¢ Strong computer skills with basic knowledge of MS Office Suite Products (Word, Excel, Outlook)

Preferred Qualifications

â€¢ CAIB certification

â€¢ Completion of Autoplan Essentials

â€¢ Knowledge of applicable BCAA and ICBC systems

â€¢ Limited history of Errors & Omissions and in good standing with the Insurance Council of BC

â€¢ Ability to speak alternate languages that would support particular market demographics

How to Apply

Email: Talent.Acquisition@bcaa.com