



Insurance is  
our only business.

Date: October 1, 2019  
Location: Downtown – 830 Pandora Ave. (Victoria, BC)  
Available: Immediately  
Position: Personal Lines CSR

HSM has been in business since 1983 and remains 100% locally owned and operated. We are an employer that supports career growth while emphasizing a workplace that's caring, engaging and rewarding. We're proud of our diverse culture of trust and respect with the drive to support all of our employees reaching their individual goals.

There are many benefits to working for a family-run organization:

- Monday to Friday Office, we are closed weekends, holidays and evenings
- RRSP matching
- Competitive wage package including holidays / extended health and dental
- Friendly and accommodating office atmosphere
- A strong network of local communities

Accountabilities/Duties include but are not limited to:

- All facets of Auto & Personal Lines transactions: reviewing renewals with clients, following up on documentation requirements, quoting ICBC and private coverages, new business sales, and positive customer interactions.
- Entering information into the broker management systems (ie. Epic and Policyworks, MSB/RCT) as required for client maintenance including renewals, follow up activities and data entry.
- Completing processing requests and maintaining internal work procedures as demanded by business needs or absences (front end ICBC support, answering phones, etc).

Opportunities

- Ability to gain higher levels of insurance certification (CAIB, CIP, CRM/ERM).
- Ability to learn new skills and cross-training in all departments.
- Future advancement as other positions become available.

Candidate Requirements

- Working experience in Epic and Policyworks is an asset.
- General Insurance Level 1 License is required (Level 2 is an asset). However, we are willing to train new entrants to the industry.
- General Understanding of insurance wordings, coverages and policy templates with working knowledge of ICBC's Policycenter is an asset.
- Willingness to learn and absorb new information quickly.
- The ability to be resourceful and work in a self-managed position.
- The ability to work in time sensitive and quick-to-issue scenarios, multi-tasking is a definite asset for this position.

We look forward to meeting you!