



Insurance is
our only business.

Date: January 26, 2023

Location: Downtown – 830 Pandora Ave. (Victoria, BC)

Available: Immediately

Position: Personal Lines Manager

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
- Health Benefit Program
- Friendly and accommodating office atmosphere
- A strong network of local communities

Accountabilities/Duties include but are not limited to:

- Primary point of contact for all Personal Lines employees as it relates to all facets of Auto & Personal Lines transactions and customer related issues
- Working with HSM Management to develop procedures and training systems for new employees and ongoing training for existing employees
- Communicate changes to insurance company appetite, underwriting guidelines and contact information as required to the Personal Lines Department
- Reviewing internal reports for employee performance and managing workloads
- Conducting quarterly one-on-one meetings with employees as well as annual Performance Reviews
- Management of your own book of clients as it relates to new business, renewals and endorsements
- 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).
- 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).
- Strong 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!