



Auto & Personal Lines Representative

About us:

Hendry, Swinton, McKenzie Insurance Services Inc. has been locally owned and operated in Victoria since 1983. Specializing in commercial and home insurance products, HSM is proud to provide our clients with access to Canada's best and most competitively priced insurance markets. Our slogan reads, "Insurance is our only business" for a reason – it's all we do.

The HSM Insurance team feels like a family – because it is one. We are a multi-generational team of insurance experts with a deep knowledge and experience, and we support one another to meet our common goals and support our clients. We offer competitive compensation packages, flexible hours, a great working environment, and opportunities for advancement within our organization.

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

- Flexibility in your working hours with consideration of your family needs
- RRSP matching
- Competitive wage package including holidays / extended health and dental
- Friendly and accommodating office atmosphere
- A strong network of local communities

About the Job:

You will work hard to build long-term, professional relationships with current and potential clients by communicating in a simple and easy to understand manner. You must be able to capably and accurately present facts, choices, and useful advice, verbally and in writing, so that new and existing customers can make a confident and informed decision regarding their insurance needs.

You will perform all facets of personal lines processing:

- Maintain and manage a book of business.
- Follow up on documentation requirements.
- Approach markets for quotes.
- Keep up to date with industry changes and ongoing training.
- Engage with clients to determine their needs and provide expert advice to ensure they are receiving the best coverage.
- Manage and process renewals in a timely basis (maintaining a high level of client retention) through proactive contact via phone, letter, and email.
- Support clients through the claims process.
- Developing and maintaining respectful, professional, and friendly working relationships with colleagues, company underwriters and anyone we do business with

Victoria

830 Pandora Ave.
Victoria, BC V8W 1P4
250 388 5555

Westshore

963 Langford Parkway
Victoria, BC, V9B 0A5
250 478 5588

Duncan

951 Canada Avenue
Duncan, BC, V9L 1V2
250 856 9440

HSMINSURANCE.COM



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Qualifications:

Required:

- High School graduate
- General Insurance Level 1 License is required.
- Excellent interpersonal and communication skills
- Ability to communicate effectively both verbally and written.
- Willingness to learn and absorb new information quickly.
- Proficiency with MS Office Software (Word, Excel, Outlook).
- Prioritize tasks, set and achieve goals, think logically in solving problems and present results neatly, with clarity and precision in both oral and written form.

Preferred:

- ICBC experience required (use of Policy Centre, batching)
- Personal Lines experience preferred.
- General Understanding of insurance wordings, coverages and policy templates
- EPIC system experience.
- The ability to multi-tasking is a definite asset for this position.
- Strong work ethic.

Experience:

6 months experience working with an insurance company, brokerage etc.

Schedule:

- Monday to Friday 9 am to 5 pm
- Positions available at both Victoria offices

What's in it for you:

- Career Development Opportunities and in-house mentoring
- 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.

Wage:

Depending on experience: \$40,000 to \$70,000

Please submit resume and cover letter to sbernard@hsminsurance.com

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