



With over 145 years of property & casualty insurance experience, **Heartland Farm Mutual** strives to be the Best Farm Mutual. Heartland offers automobile, property and farm insurance to more than 50,000 people in Ontario. We are courageous. Our team is talented and dedicated, challenging the norm and striving to be better every day. People come first at Heartland. As a result, our focus is on relationships. It's all about delivering a genuine customer experience. We have a team of solution-oriented problem solvers providing expertise on our home, farm, commercial and auto products. We are currently recruiting for the role of:

### **Broker Systems Specialist – Waterloo or Berwick, Nova Scotia**

#### **What you will do...**

- Demonstrate your knowledge of broker-facing systems and work-flows by being the primary contact for broker inquiries related to Quantum, Heartland's digital platform.
- Manage broker inquiries from initial call to final resolution – collaborate with internal stakeholders to diagnose broker system related issues and take required to action to rectify concerns and questions etc.
- Support the broker deployment of Heartland's systems, services and technologies to support achievement of adoption rates.
- Collaborate across Heartland functions to deliver a consistent broker experience which exceeds broker expectations and needs.
- Act as subject matter expert on broker and Heartland's systems and technologies.

#### **What you will bring...**

- University degree in any discipline, or College diploma in a relevant discipline.
- 3 to 5 years of P&C experience, including 2+ years as a broker or broker-facing roles such as underwriting or business development, etc. (preference given to applicants with prior knowledge and understanding of broker workflows, operations and technology such as Applied Rating Services and broker management systems.
- CIP designation, or actively pursuing (additional designations an asset e.g., FCIP, CSP).
- Valid driver's license with a driving record acceptable to the company.
- Exceptional customer service, verbal and written communication skills.
- Experience delivering training and presentations, group facilitation, negotiating and bilingualism needs analysis an asset.
- Strong ability to influence and effectively negotiate with stakeholders.
- Proficient in MS Word, Excel and PowerPoint.

#### **What we offer...**

- A company that truly values integrity, respect, professionalism, transparency, forward thinking, community and environment.
- Ongoing skills development with subsidies for tuition and professional accreditation.
- A defined Incentive Plan where commitment to excellence is financially rewarded.

*If you have the qualifications we are seeking and would thrive in a work environment where you are valued and respected, please apply on the company website:*

<https://can61.dayforcehcm.com/CandidatePortal/en-US/heartland/Posting/View/627>

*Accommodations are available on request for candidates taking part in all aspects of the selection process. (Only qualified candidates please. No phone calls. No agencies.)*

***A Place Where YOU Can Make a Difference! Proudly Canadian. Mutually Owned.***