

# Director, Member Experience

---

## **We Are**

Axiom Mutual Insurance is a freshly amalgamated leader in Ontario's mutual insurance industry. We provide Members and their families with peace of mind – properly insured. We are looking for a new colleague to join our leadership team.

## **The Role**

Reporting to the CEO, the Member Experience Director will be responsible for the management and direction of Axiom's agent and broker relationships. The Member Experience Director drives the marketing of Axiom products and services among Members and prospective Members alike. The incumbent will undertake research and development activities in support of Axiom culture and strategy objectives, leveraging technological innovation to enhance Member experiences.

## **You'll Be**

- ⊕ Setting the tone, direction and metrics for Axiom's sales and business development activities aligned with organizational priorities
- ⊕ Considering new services, Member personas, technological innovations, and surfacing Member preferences to drive loyalty and retention
- ⊕ Developing, mentoring, and supporting Axiom's next generation of Member Experience leaders
- ⊕ Maintaining and growing a robust, sustainable network of brokerage partners
- ⊕ Ensuring administrative, risk and financial needs are met or exceeded
- ⊕ Collaborating cross functionally to deliver exceptional Member engagements

## **You'll Bring**

- ⊕ A passion for holding oneself and a strong Agent Team accountable for Member satisfaction and engagement
- ⊕ A Post-secondary education in Marketing, Business, or Communications (preferred)
- ⊕ 3-5 years of sales leadership experience in the P&C insurance industry
- ⊕ A Chartered Insurance Professional (CIP designation) or equivalent
- ⊕ Licensure as an agent or broker (preferred)
- ⊕ Epic BMS understanding and awareness (preferred)

Trust

Passion

Community

Agility

# Director, Member Experience

---

## We Offer



**Performance  
Based Comp.**



**Career Growth**



**DC Pension  
Match**



**Paid Training  
Opportunities**



**Extended  
Benefits**

*Axiom Mutual Insurance is an inclusive employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We encourage applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. We encourage candidates to make their accommodation needs known so we can provide equitable opportunities.*

Interested candidates are encouraged to submit their resume and cover letter detailing their unique qualifications and experience to Holly for consideration in early 2023 at [axiomcareers@engagehr.com](mailto:axiomcareers@engagehr.com)

**Trust**

**Passion**

**Community**

**Agility**