

## Red Deer | Reporting to: Manager

### POSITION OVERVIEW

This is an entry level position with a varied role that supports our front line insurance brokers and our customers. We are fortunate to receive and welcome requests from customers in significant volume daily by phone and in-person visits. The role will provide regular reception back-up on a daily basis as well as data processing. Our data processing unit reconciles the volumes of customer transactions that are completed daily and work with our brokers to ensure that our clients receive the coverages requested within our guidelines and direction of our brokers.

### RESPONSIBILITIES:

- Present a positive and professional image for Ing & McKee as the first point of contact for calls and office visitors
- Maintain a high degree of accuracy in the processing of requests from brokers and insurance companies on client files
- Work as part of a data processing team to support a growing number of insurance brokers and clients
- Work with our insurance broker team to deliver a superior customer experience to our clients
- Utilize your technology skills to use our in-house and insurer based systems with maximum effectiveness;

### REQUIREMENTS:

- Positive attitude with strong customer service focus
- Proven ability to learn new systems and processes
- Superb interpersonal skills and attention to detail
- Ability to be a self starter with strong written and oral communication skills as well as organizational skills
- Advanced skills in Outlook, Excel, Word

**Qualified candidates are invited to email their resume and cover letter to:**  
**[administration@ingandmckee.com](mailto:administration@ingandmckee.com)**

