

Member Experience Representative (MER)

Who We Are

Axiom Mutual Insurance Company is a proud leader in the Ontario Mutual Insurance industry. As a Mutual insurer, we are Member-owned and pride ourselves on serving our Members with customer service that is second to none. We believe in providing our Members with peace of mind – properly insured.

Opportunity

We are searching for a customer-centric professional who will be responsible for enhancing Member engagement and satisfaction at every touch point through accurate, timely, and friendly service. Reporting to the Manager, Member Experience, the Member Experience Representative (MER) enables Insurance Advisors to better leverage their time and efforts in support of risk appropriate policy and premium growth at Axiom. The successful applicant will work within Axiom's existing framework, developing mutually beneficial relationships with existing Members and further enhancing our Members' experience with Axiom Mutual.

What You Will Be Doing

- ▲ Providing exceptional service to Members by addressing inquiries and policy changes
- ▲ Assisting Advisors with the sales workflow and providing guidance on internal systems
- ▲ Engaging with Members in times of crisis, acting as an advocate when needed
- ▲ Preparing necessary documentation, such as pink slips and certificates of insurance
- ▲ Supporting Member Experience Assistants with office administration responsibilities
- ▲ Facilitating efficiencies between Axiom's Member Experience and Underwriting functions
- ▲ Maintaining accurate, timely, and complete electronic records of Member interactions
- ▲ Participating in prospecting activities such as trade shows and learning sessions
- ▲ Identifying risk management opportunities with Loss Prevention to reduce potential exposure

Candidate Profile

- ▲ Active FSRA Agent or RIBO Broker license, or meets eligibility requirements to obtain
- ▲ University / College degree or diploma – Insurance, business or communications preferred
- ▲ Working knowledge and experience using P&C insurer operating platforms, specifically Applied EPIC; candidates with Applied EPIC experience will be preferred
- ▲ CIP Designation or in progress
- ▲ Customer Service experience (preferred)
- ▲ Understanding of company underwriting and industry guidelines

Trust

Passion

Community

Agility

What We Offer



Performance
Based
Compensation



Career Growth



Affordable
Communities



Paid Training
Opportunities



Pensions &
Benefits

Axiom Mutual Insurance Company 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.

How to Apply

Interested candidates are encouraged to submit their resume and cover letter detailing their unique qualifications and experience to careers@axiommutual.ca.

Trust

Passion

Community

Agility