

Member Experience Assistant (MEA)

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 Member-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 MEA is responsible for managing front desk operations by enabling Axiom's day-to-day operations, including providing administrative support internally, managing inbound calls, and operational support duties. The successful applicant will be able to work within Axiom Mutual's existing framework, developing mutually beneficial relationships with existing Members and further enhancing our Member's experience with Axiom Mutual.

What You Will Be Doing

- ▶ Warmly greets Members and walk-ins alike, ensuring sign-in registration is recorded and visitors are directed appropriately
- ▶ Monitors Axiom's reception and Member Experience inboxes and voicemail, responding and redirecting Member inquiries as needed same day, or early the next business day
- ▶ Tracks Member inquiries, relay information to corresponding Advisors, Member Experience Representatives (MER), and other departments
- ▶ Documents accurate, timely, and complete electronic records of interactions with Members Processes Member payments via debit, credit, cash, or cheque, documenting all transactions in appropriate systems
- ▶ Remains current on insurance products, market trends, and regulatory requirements through ongoing learning and professional development
- ▶ Participating in prospecting activities such as trade shows and learning sessions

Trust

Passion

Community

Agility

Candidate Profile

- ▲ Secondary School diploma or equivalent
- ▲ Working knowledge and experience using P&C insurer operating platforms, specifically Applied EPIC; candidates with Applied EPIC experience will be preferred
- ▲ Minimum 2 - 5 years of customer service and administrative experience
- ▲ Property & Casualty Insurance experience, an asset
- ▲ Chartered Insurance Professional (CIP) Designation or in progress, an asset
- ▲ Willingness and ability to obtain Other Than Life (OTL) License

Compensation

The expected base salary range for this position is \$40,000 to \$60,000.

At Axiom Mutual we are committed to pay equity. The actual salary will be determined based on factors including, but not limited to, market conditions, relevant experience, job related knowledge, skills, abilities, qualifications and education.

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.

In compliance with Ontario Employment Standards, Axiom Mutual may use AI in its hiring processes.

How to Apply

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

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