



March 1st, 2023

Seeking: RECEPTION/ADMINISTRATIVE ASSISTANT

Start: JUNE 12TH, 2023

Paramount Insurance is a purely independent, locally owned, and operated insurance brokerage that has been in the business of caring about people since 1994. From keeping people protected to educating ourselves on *who* our clients are and what they *need*, Paramount makes insurance about the people, not the profit. With multiple carriers represented, we offer option and guarantee our PEAK Promise to each person who walks (or calls!) into our office.

Our reception is in charge of ensuring our clients feel heard & taken care of from the very first moment – we pride ourselves on caring for our clients and ensuring there is an empathetic and compassionate person to speak with. We need someone who will take the time to learn our clients by name, while sharing grace and patience in their hardest moments.

You will collaborate closely with the Risk Advisors in office in developing high quality relationships and client services. You will be intrinsically involved in the day to day of our organization, your ability to multitask and prioritize will truly shine here. Being deeply reliable and available will give our clients and team the comfort they need to know that someone is always there to help.

Our team collaborates over Teams, Monday.com & Microsoft Outlook. Our Broker Management system EPIC is harnessed for both client management and marketing. We use CANVA for our social (both Facebook and LinkedIn) and we run an AVAYA phone system.

What you will be doing

- Client Concierge:
 - o First face & voice for all our clients
 - o Take, arrange & relay
 - Payments
 - Quote & prospect information
 - Detailed messages
 - Client's comments, queries, concerns

- Meetings
 - Policy & payment notices
 - Courier & post
- Social Media posts:
 - Insurance education
 - Office Closures
 - Team member updates (birthdays, anniversaries, announcements)
 - Upcoming events
 - Community awareness
 -

What you will bring along

- Care for people
 - Empathy
 - Compassion
 - Friendliness
 - Strong communication
- Confidence
- Creativity
- Full time availability
 - Monday - Friday, 8:30-5pm
- Organization
 - Ability to multitask
 - problem solving
 - adaptability
- Patience
 - ability to stay calm under pressure
 - resist stress
- Social Skills
 - Friendly telephone voice
 - Good & active listener
 - Provide clear & concise information
 - Respectful of others
- Technical skills
 - Typing approx. 40WPM
 - Think/Talk/Type
 - Microsoft outlook
 - Social media (Facebook & LinkedIN)
 - Website navigation
 - Writing

What we can offer

- Salary based on skills & qualifications (between 42-47K)
- Life & disability benefits

- Health Spending account
- Double charitable giving
- Bonuses
- Education support & bonuses
- Internal growth within Paramount (if you want it, no pressure though)
- 2-3 weeks of hands-on training with Diane (current receptionist of 16 years!)
- A comprehensive 'front desk user manual'
- A sunshine filled space with living plants & trees
- Kick butt team events (including Diane's retirement party)
- Deeply caring & hilarious people to spend 7.5 hours a day with

Please send all resumes to wrichter@paramountinsurance.ca