

Dewhurst Insurance Limited has an exciting opening in our Thunder Bay office for a full-time Receptionist. Dewhurst Insurance is one of the oldest independent insurance brokerages in Thunder Bay and Nipigon. As a front line employee, the suitable candidate must present a positive and professional image.

This position is an entry level position for someone interested in the insurance industry. Previous office experience is a requirement.

Primary Responsibilities:

- Maintain front desk reception. Handle customer service inquiries. Refer all inquiries to the appropriate individual within the organization
- Process incoming payments for deposit to bank or credit card payments directly via insurance company portals
- Co-ordinate incoming and outgoing courier and Canada post items
- Receive and distribute all forms of electronic/paper correspondence
- Knowledge of supplies, equipment and inventory control
- May include back up duties for other administrative duties

Requirements:

- High school diploma or acceptable combination of education and experience
- Strong customer service skills – telephone manners and strong interpersonal skills
- Direct work experience in an office/receptionist capacity is required
- Computer skills – keyboarding and MS Office (Word and Excel). Power Broker experience an asset
- Ability to write simple correspondence, including memos, letters, etc.
- General mathematical skills
- Excellent analytical and problem solving skills and able to multi-task
- Strong knowledge of general office procedures involving receiving payments, completing bank deposits and efficient computer skills
- Knowledge of supplies, equipment and inventory control

What We Offer:

- A highly customer focused organization where customer service is first
- High growth environment with great opportunity for personal development. A desire to achieve a RIBO License is a plus
- A competitive base salary and benefit package

We thank you for your interest in this position, however, only those selected for an interview will be contacted.

Please e-mail your resume directly to Shelly Garner at dewhurst.shelly@shaw.ca. Deadline for resume submission is **Friday, December 10, 2021**.