



## **SR. INSURANCE ASSOCIATE OMA INSURANCE**

Are you looking to expand your skills and be part of a talented team? Are you respectful, bold, responsive and transparent? Are you an innovative go-getter who becomes energized working in a challenging, team-oriented environment with a passion for those in healthcare? Then join the Ontario Medical Association Insurance (OMAI).

OMA Insurance offers a complete portfolio of insurance solutions and service to OMA members in Ontario, as well as members of the Atlantic medical associations. Our vision is to be the number one trusted insurance provider of exclusive, competitive and integrated advice, service and solutions tailored to meet the unique protection needs of physicians and their families, while providing unparalleled member experience. Our goal is to provide medical professionals with the right insurance coverage at every stage of their career.

The **Sr. Associate** is responsible for providing new business administration and marketing, and client service support to the Insurance Advisors.

### **RESPONSIBILITIES AND DUTIES**

- Manage general email inbox and referral distributions, documenting transactions and generating reports, managing third party insurer notifications, following up with members on membership lapses, unpaid premium notices, FIP options, and cancellations and identifying issues for escalation to advisors and/or management, where appropriate;
- Consolidates monthly reports from affiliate companies, reconciling commissions, forwarding reports to management and ensuring compliance with regulatory requirement and internal policies
- Respond to telephone calls, emails and correspondence; communicate with members regarding OMA Insurance plan provisions, products, eligibility, enforce coverage; and manage advisor calendar; handle member complaints,
- Provide after sales support to members; perform appropriate follow-ups to resolve member inquiries; provide status updates to member regarding insurer notifications;
- Conduct proactive outreach calls based on department marketing initiatives; record member feedback with OMA insurance products and; make recommendations for new practices and procedures that will contribute to the member experience and overall efficiency;

### **Our Offer**

- Fantastic opportunity to grow with the team and shape the strategic direction of the company
- Paid professional development
- Friendly and dynamic work environment
- Competitive salary and group benefits package

### **Qualifications**

- University or Community College Diploma in Business Administration or equivalent
- LLQP -life insurance licenced or willingness to complete within 12 months upon hire
- 3 – 5 years in a sales support/sales assistant position in a branch office of a life insurance company, life insurance brokerage office or wealth management brokerage office
- Ability to multitask

Interested candidates should forward their cover letter and resume to the Human Resources Department at [hr@oma.org](mailto:hr@oma.org) quoting "Sr. Associate, OMAI" in the subject line.

Ontario Medical Association is an equal opportunity employer. We will accommodate your needs under the Ontario Human Rights Code.