



JOB POSTING

SENIOR CUSTOMER SERVICE ADMINISTRATOR INSURANCE SERVICES

As the insurance arm of the Ontario Medical Association, OMA Insurance provides 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. We offer group and individual solutions in life, disability, office expense, critical illness, extended health, dental, travel, home, auto, clinic, commercial and long term care insurance. Our goal is to enhance all aspects of our service delivery with staff that are excited and engaged in our pursuit.

Reporting to the Manager, Service & Operations, the **Senior Customer Service Administrator** is responsible for providing courteous and professional assistance and information to insured individuals and eligible association members, with respect to insurance solutions, procedural or administrative questions they may have, help navigating our website, and complaints or concerns they may have while dealing with our business partners.

Responsibilities and Duties

- **Product Information:** Recommend appropriate products and services by listening to our members and gathering information based on their needs. Provide suggestions (where possible), that guides members to make sound decisions regarding their insurance planning. Refer members to advisors when appropriate to further assist the member.
- **Respond to Member Inquiries:** Support our members by promptly and professionally acknowledging and addressing their complaints, concerns and questions, and advocating on their behalf and providing them with the best possible solution. Document and follow up on the steps taken to resolve the issues in a timely manner, escalating their issues when needed to ensure a prompt resolution.
- **Report on Member Feedback:** Review, collect and document all member complaints and feedback on administrative, claims or service issues with OMA insurance products, processes and services, in order to effect changes to improve the overall experience of our members.
- **Collaborate with Internal and External Staff and Business partners:** Work closely with our internal and external partners to recognize gaps and contribute to continuous process improvement initiatives. Build sustainable relationships of trust through open and interactive communication. Present ideas for discussion and manage assigned tasks and activities that would enhance team/department practices in support of improved member experience and efficiency.
- **Demonstrate customer service excellence, product and administrative expertise:** Consistently maintaining a broad knowledge of all OMA Insurance products, services and promotions, and business processes and procedures, so as to assist members in making informed choices and to answer their questions.
- **Attend member events:** Assist the advisory team at member events, to educate members on the range of insurance solutions available, and convey the value of benefits to members.

Our Offer

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

Skills and Experience

- Community College diploma in Business/Office Administration; LOMA ACS Designation or commencement of program towards attainment of the designation.
- 2-5 years relevant life insurance industry and customer service experience; Microsoft Word, Excel and Power Point proficiency at Intermediate level.

Interested candidates should forward their cover letter and resume to the Human Resources Department at hr@oma.org quoting "Senior Customer Service Administrator" in the subject tline.

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