



CLIENT SERVICES REPRESENTATIVE

The Client Services Representative's primary role is to respond to customer inquiries and requests regarding our Travel Insurance products while maintaining Old Republic's exceptional customer service standards.

RESPONSIBILITIES:

- provide the highest level of service to our Travel Insurance customers
- respond to customer inquiries regarding our various travel policies, in a timely and professional manner
- analyze and rectify customer concerns using established procedures
- use computer systems to access, document, and confirm customer information
- develop a solid understanding of our travel policies
- fulfill customer needs to ensure customer satisfaction
- additional administrative or project duties

QUALIFICATIONS:

- post secondary education, or equivalent related work experience.
- excellent verbal and written communication skills
- strong working knowledge of MS Office
- demonstrated commitment to customer service philosophy
- ability to handle difficult or irate calls
- excellent interpersonal skills and team oriented
- high attention to detail
- 1 – 2 years customer service experience
- knowledge of travel insurance is a plus
- must be flexible to work between 8:30am and 8:00pm Monday to Friday, including some statutory holidays
- this role is eligible for our hybrid/remote work schedule

Please submit your resume and cover letter to HR@orican.com. We thank all interested applicants; however, only those selected for an interview will be contacted.

Old Republic Canada values diversity and is an equal opportunity employer. If you require an accommodation at any time during the recruitment process, please contact HR@orican.com and we will work with you to determine an appropriate accommodation.