

LONDON DRUGS - JOB DESCRIPTION

JOB TITLE: Insurance Specialist

DATE: February 2017

SUMMARY:

To provide the customer with quotes and complete transactions; provide insurance coverage that best suit customer needs.

As with all positions, this person embodies the core essence of the London Drugs Brand Framework by always going above and beyond the expected.

REPORTS TO:

Department Manager, Insurance with a functional reportability to the Assistant Department Manager, Insurance.

SKILLS AND ABILITIES:

- Demonstrate good interpersonal skills when dealing with customers, vendors, staff and management.
- Strong selling skills.
- Strong technical knowledge.
- Professional image, reflecting positively on the company.
- Highly organized and able to multitask effectively and work under changing priorities.
- Good communication skills, both written and verbal, within a team environment.
- Strong analytical and strategic thinking skills.
- Sound judgment when dealing with customers, confidential information and sensitive situations.
- Ability to work independently, quickly and accurately under pressure.

ATTITUDE & CHARACTERISTICS:

- Caring.
- Honest.
- Passionate and proactive.
- Enthusiastic self-starter who strives for excellence.
- Willingness to learn and grow.

EDUCATION & KNOWLEDGE:

- Hold a Level I or II insurance license.
- Knowledge of desktop PCs and Windows-based operating systems.
- Proficient with word and excel.
- Ability to use all relevant software related to the Insurance Department.
- In-depth knowledge of insurance products, including Personal Lines and related product offering, services and regulations.

DUTIES, RESPONSIBILITIES AND TASKS:

- Provide and maintain all records and/or reports required.
- Provide assistance to management on special projects or any other tasks as assigned.
- Attend all staff meetings as required.
- Continue to develop technical knowledge.

- Attend product knowledge seminars as directed by the Business Unit.
- Promote London Drugs in the community as a place to shop and a place to work.
- Ensure quality and service levels are maintained to Company standards.
- Ensure that ICBC batching is completed as required, including bank deposits.
- Ensure that “Daily Sales Reports” are completed accurately and submitted to Head Office accounting weekly.
- Ensure license is maintained in good standing and all necessary continuing education credits are obtained.
- Ensure adequate supplies are maintained, i.e.: ICBC decals, forms, etc. and that inventory is controlled and accounted for.
- Ensure all non-ICBC transactions are recorded and that all payments are properly applied.

MERCHANDISING:

- Keep work area presentable, set with correct signing and ensure other general standards are met.
- Immediately report any inventory discrepancies to the Department Manager and the Business Unit.
- Work closely with the Department Manager to ensure all Company promotional events are supported to the fullest.
- Work closely with others to ensure department is kept neat, is efficient and productive.

CUSTOMER SERVICE & SALES:

- Dedicated to excellent customer service.
- Able to generate sales using effective selling techniques, cross selling insurance products, effective merchandising to create extra sales opportunities and meet sales targets/objectives.
- Seek opportunities to grow the business within the local market and work with the Department Manager and the Business Unit to develop initiatives.
- Provide assistance, answer questions or problem solve any issues with customers.
- Satisfy customer complaints. If unable to satisfy – report to Department Manager/Business Unit.
- Initiate conversations with customers regarding all products sold by Insurance Services.
 - Determine needs of customers.
 - Explain products and services to customers.
 - Complete sales transactions.
- Contact customers for follow-up and renewal reminders.
- Obtain home insurance expiry dates from ICBC customers.
- Keep up to date on new products and information relating to the insurance industry.

LOSS PREVENTION:

- Be aware of and comply with Loss Prevention policies and procedures specified for the department. Immediately report any discrepancies to the appropriate management person or a member of Loss Prevention.
- Be mindful of proper handling of consumer data. Help ensure all staff is fully aware and compliant with related policy.
- Ensure all locking cabinets are locked and safes are monitored and secured.
- Ensure all decals are accounted for and log sheets are completed daily.
- Be familiar with and follow corporate policies relating to staff purchases.

HEALTH AND SAFETY:

- Be aware of and promote safety standards to ensure both employee and customer Health and Safety.
- Create and maintain a safe, fair, and harassment free environment for all employees.

PHYSICAL DEMANDS:

- Will be required to move products, of various size and weight, on a frequent and efficient basis.
- Will be required to spend long periods standing and sitting.
- Will be required to bend frequently.

WORKING CONDITIONS:

- Will be required to work indoors with overhead florescent lighting.
- Will be required to work independently.

GENERAL REQUIREMENTS:

- Support and demonstrate the attributes of the Brand Framework.
- Understand and adhere to Company policy regarding the usage of Internet access and e-mail usage.
- Be familiar and comply with all related company policies.
- Understand and operate within the guidelines set out in the corporate privacy policy and other corporate communication relating to privacy issues.
- Follow all rules and regulations set by the Insurance Council of B.C. and contracted insurance companies.