

<b>DIVISION/DEPARTMENT:</b> Commercial Insurance - Markham		
<b>JOB TITLE:</b> Client Assistant LOCATION: Markham, Ontario		
<b>Reports to:</b> Commercial Manager, Markham		
<b>Level/Grade:</b>	<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor	<b>Hours:</b> 37.5/week
<p><b>General Duties and Responsibilities:</b> Prime Directive: Client service and support</p> <p>Processing Commercial Insurance transactions, in accordance with company service and quality standards, including:</p> <ul style="list-style-type: none"> <li>• New, renewal, cancellation and change documents</li> <li>• Updating Broker Management System (BMS) client policy data, including claims, open/close activity</li> <li>• Upload and download insurance document through portal transactions where appropriate</li> <li>• Issuance of documents confirming coverage for interested parties</li> <li>• Assisting in the preparation of applications, submissions and proposals as directed</li> <li>• Invoicing as directed by Client Manager</li> <li>• Account reconciliations</li> <li>• Scan and attach documents as directed</li> <li>• Other duties as assigned</li> </ul>		
<p><b>Personal Characteristics:</b></p> <ul style="list-style-type: none"> <li>• Professional, friendly and courteous in all interactions with co-workers and clients</li> <li>• Team player adaptable to a changing environment</li> <li>• Perform well in a busy operation ability to remain calm under pressure</li> <li>• Good organization skills, ability to prioritize</li> <li>• Strong written and verbal communication skills</li> <li>• Detail oriented</li> <li>• Looking to obtain a solid commercial insurance foundation with an eye on career advancement</li> </ul>		
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Minimum High school diploma, post secondary education an asset</li> <li>• Excellent keyboarding and data entry skills</li> <li>• Familiarity with MS suite of products</li> <li>• Insurance related experience would be an asset</li> </ul>		
<b>Email Applications to:</b> Patty McNeil <a href="mailto:pmcneil@mcleanhallmark.com">pmcneil@mcleanhallmark.com</a>		

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