

Position:	<b>Commercial Lines Team Leader</b>	Branch:	<b>Sudbury</b>
Department:	<b>Commercial Lines</b>	Status:	<b>Full Time</b>
Reports To:	<b>Manager, Commercial Lines</b>	Direct Reports:	<b>6</b>

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**-An opportunity to work in a professional, modern office environment-**

**Primary Role Responsibilities and Accountabilities:**

The Commercial Lines Team Leader is responsible for assisting the Commercial Lines Manager in achieving optimal client satisfaction and efficiency within the team through the effective planning, development, implementation, monitoring and coordinating of employee activities and workflows.

**Major Responsibilities:**

1. Liaison for IBU and Reception/Scanner members by being the first point of contact for service inquires, workplace issues and system problems.
2. Instruct and educate team members with regards to work flows, insurance portals, keying and underwriting guidelines and customer service functions.
3. Work with Manger on strategic goals, planning and objectives.
4. Help team with conflict resolution including client service escalations.
5. Support CL Manager with administrative duties where required.
6. Actively promote PBL Insurance by focusing on appropriate coverage and service.
7. Consistently adhere to both established internal rating strategies and carrier specific underwriting criteria to accurately assess risk, identify and recommend additional coverage for existing policies.
8. Service assigned commercial lines accounts as per established procedures, including but not limited to receiving phone calls, emails, insurer requirements, claims or administrative problems and complying with the request.
9. Ensure client satisfaction is maximized at all times by ensuring the team strives to achieve goals following best practices, established procedures and performance expectations.

**Minimum Qualifications:**

1. RIBO license required with 5+ years' experience in commercial insurance.
2. Above average communication and problem solving skills with bilingualism an asset.
3. Exceptional customer service skills with proven conflict management skills
4. Excellent organizational skills with ability to multi-task and provide timely responses
5. Prior supervision and/or coaching experience is an asset
6. Ability to learn and utilize electronic brokerage management system, as well as basic Word, Excel and PowerPoint skills are required.

Qualified candidates are encouraged to apply by submitting a cover letter and resume to [careers@pblinsurance.com](mailto:careers@pblinsurance.com) quoting job #**S18-01**

PBL is an equal opportunity employer and is committed to providing employment accommodation in accordance with the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*. Please advise HR if you require accommodation.