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*Rooted in Your Community...
Discover the Mutual Difference!*

Position Title: Part-Time Customer Service Representative – Contract Position

Since 1881, generations of families across Elgin County have trusted Yarmouth Mutual to provide a full range of insurance solutions including farm, automobile, home, and commercial products.

We provide our policyholders with competitively priced insurance products and services, customized to suit every insurance need. Our agents and brokers deliver helpful, friendly service, with the familiar faces of people who live, work, and play right in our community.

Position Summary

Our customer service representative plays a fundamental role within the company; upholding our reputations as a mutual insurer that offers exceptional insurance experiences to our brokers, agents, and members.

We are seeking a friendly, organized, and reliable part-time customer service representative to join our team on a contract basis ending December 31, 2024. The ideal candidate will be the first point of contact for our brokers, members, and visitors, providing exceptional customer service and administrative support.

Responsibilities

- Greet clients and visitors with a warm and professional demeanor
- Answer and direct phone calls in a polite and efficient manner
- Manage incoming and outgoing mail and packages
- Assist with administrative tasks as needed, including policy letters
- Collaborate with team members to ensure smooth office operations

Qualifications

- 1-2 years' minimum insurance industry experience would be an asset
- Proven experience in a customer service or administrative role preferred
- Excellent verbal and written communications skills
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Ability to multitask and prioritize tasks in a fast-paced environment
- Strong attention to detail and organizational skills
- Professional appearance and demeanor

Schedule

- Part-time position, working 20 hours a week
- Full-time hours available to cover staff vacations
- 4-hours per day, Monday to Friday

To Apply

Interested applicants are encouraged to apply via email to a.kuron@yarmouthmutual.com and reference Customer Service Representative Opportunity in the subject line.

Only those applicants selected for an interview will be contacted.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations, please let us know at the time of contact.

Thank you for your interest.