



Quality Call Analyst

Grey Power Insurance Brokers (a member company of ING Canada) is a leading provider of automobile and property insurance to the 50+ market. Our insurance products are underwritten by Trafalgar Insurance Company of Canada. We are a fast-paced organization experiencing dynamic growth and change. We currently have openings for Quality Call Analysts working from our **Stouffville** office and will be moving to the Hwy 404 / Finch Ave area in early 2008.

Do you enjoy the particular challenges of working in an environment of rapid change? Do you have a "can-do" attitude? If you think you've got what it takes to promote a vision of Consistency in service excellence... guaranteed, come join the growing team. You'll enjoy a competitive salary and an attractive rewards and benefits package. We will provide full training, including training to assist you in obtaining your R.I.B.O (Registered Insurance Brokers of Ontario) license. Please note there is some self-study involved.

Responsibilities

Reporting to the Team Leader, Quality Call, the Quality Call Analyst is responsible for consistently and accurately measuring the quality of service rendered to all prospective and existing clients. This position involves writing feedback to Sales and Customer Service Team Leaders and coordinating all activities related to the Quality Call Program. Responsibilities include but are not limited to:

- Listening, scoring and evaluating client calls on Customer Interaction and Underwriting requirements
- Communicating on a monthly and cumulative basis the Quality Call results for the Contact Centre to Sales and Customer Service Brokers and Management Team
- Identifying and communicating areas of improvement for all Sales and Customer Service Brokers to Team Leaders and the Training Department

Requirements:

- Previous experience in training/coaching role
- Excellent underwriting knowledge in Personal Lines Insurance an asset
- Good planning and organization skills
- Proficient with Microsoft Office computer programs
- University/College diploma or equivalent work experience in a business setting
- R.I.B.O (Registered Insurance Broker of Ontario) license preferred, at a minimum, must be willing to obtain license
- Strong communication skills (verbal & written) and listening skills
- Ability to learn in a fast-paced environment
- Must be able to adapt quickly to change

Apply by emailing your resume and covering letter to: recruitment@greypower.com

We thank all participants for their application and interest in Grey Power; however, only those selected for an interview will be contacted.