

# GREY POWER™

## Sales Team Leader

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 Sales Team Leaders 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**

If you enjoy a lead sales role you will excel in this position. Reporting to the Sales Manager, you will be accountable for driving sales for a Sales Team who sell our personal lines products in an inbound customer contact centre environment, ensuring they meet sales targets. You will coach team members (up to 12 members) on call handling, sales techniques, call logging, overall performance, and ensuring that the quality of business fits the defined underwriting criteria as established by Trafalgar. You will also be responsible for ensuring that your team provides support to prospective clients in a timely and cost effective manner, and assisting your team directly by taking calls yourself during peak periods. You will work with the Sales Manager and other team leaders to review workflows, recommending improvements and implementing approved improvements.

### **Requirements:**

- University degree or equivalent work experience
- Proven sales ability
- Minimum 2 years experience working in a inbound call centre environment
- Proven leadership ability; 1-2 years experience coaching or training sales staff; ideally, you have had experience directly managing a sales team
- Personal lines insurance experience is preferred in sales or customer service capacity
- Well developed communication (verbal & written), time management/organization skills
- Proficient computer skills including MS Word and Excel
- Valid Registered Insurance Brokers of Ontario (RIBO) license is preferred or be willing to obtain within the first four weeks of employment
- Working toward or willing to work towards CAIB or CIP designation
- Must be flexible to work shifts on weekdays.

**Apply by emailing your resume and covering letter to: [recruitment@greypower.com](mailto: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.