



### **Reception/Administration Position – Waterford Office**

Caradoc Townsend Mutual Insurance Company (CTM) is seeking a reception/office admin support professional who will report directly to the VP of Corporate Services. CTM is a financially strong, growth oriented, policy holder-owned, Mutual insurer. Our head office is located in Waterford, Ontario.

CTM realizes that your work life is not just about performing a job: it's about work/life balance and being part of an organization that allows you to grow and reach your full potential. Our Corporate Services Team is looking to provide excellent customer service and for ways to help our clients better. The reception/office admin support professional will be the front facing contact for clients and business partners visiting and calling the Waterford office. This role will also provide administrative support. We strive to deliver efficient processes and customer service for all.

#### **What you're good at:**

- Attention to detail and task oriented.
- Greeting clients in person or calls in a friendly and professional manner.
- Documenting account activities and transactions.
- Developing and maintaining positive and strong working relationships.
- Making recommendations to improve policies and procedures.
- Working collaboratively on special projects and assignments when required.
- Participating in self-development activities to increase knowledge of insurance and business related subjects.
- Being proactive and service orientated, results focused, efficient.
- Working well with others.
- Being positive 😊

#### **What you have:**

- High School Education.
- Related experience and insurance industry experience is an asset.
- Excellent customer service, communication skills both written and verbal.
- Stellar organization and time management skills.
- Strong interpersonal skills.
- The ability to adapt to an ever changing environment.
- You are energetic and professional.
- Knowledge and use of Microsoft Office Programs

Interested candidates should submit a resume and cover letter detailing your qualifications and experience in confidence by June 13, 2018 to:

Caradoc Townsend Mutual Insurance Company  
Box 1030, 780 Old Highway 24, Waterford ON NOE 1Y0  
Attention: Mary Heastont, VP of Corporate Services  
Or via email: HR@ctmins.ca