

JOB TITLE: New Business Administrator
DEPARTMENT: IDC Worldsource Insurance Network Inc. (“IDC WIN”)
REPORTS TO: Director, Operations, Prairie Region
LOCATION: Calgary, AB

JOB STATEMENT:

The key role of the New Business Administrator is to provide support and communicate with the advisors of IDC WIN with the objective of facilitating the settlement of all new business in the most efficient manner possible. The successful candidate should have an extensive understanding of Life and Living Benefit individual insurance products and the ability to prioritize and multi-task.

ESSENTIAL FUNCTIONS:

Processing – New Insurance Business –

- Reviewing and processing life insurance applications;
- Communicating with the Contracting and Compensation Administrator and/or other New Business Administrators to ensure timely processing;
- Working closely with each carrier to ensure timely approval and settlement of contracts;
- Communicating relevant information or changes in status of pending business to producers;
- Managing detailed information on WealthServ for efficient tracking and measurement of business and processing performance;
- Assisting Advisors in ordering medical requirements when required;
- Assisting in the management of the new business email inbox on a rotation basis;
- Assisting in managing the various carrier websites and updating client files; and
- Processing field underwriting and procedural inquiries from Advisors.

Processing – In Force/ Policy Service –

- Reviewing and processing In Force policy service requests;
- Working closely with each carrier to ensure a timely decision/approval;
- Communicating all updates from carriers to the Advisor;
- Processing “non underwriting” policy service requests; and
- Fielding Advisor inquiries regarding policy service issues and adhering to the service level standards for each Advisor group.

Other Responsibilities –

- Communicating with the regional management teams regarding all internal and external issues;
- Assisting with other administrative tasks as needed;
- Supporting marketing requests from Advisors and regional management; and
- Assisting with reception duties when required.

JOB SPECIFICATIONS:

- Post-secondary education
- Completion of LOMA courses (i.e. FLMI, ACS) considered an asset
- Minimum of 3 years’ experience working in a customer service environment

- Minimum of 3 years' life and or living benefits administration experience
- Strong knowledge of MSWord, Excel, Outlook, PowerPoint
- Experience with WealthServ an asset
- Ability to work effectively and efficiently in a team environment
- Excellent oral and written communication skills and strong negotiation skills
- Detail-oriented with a high degree of accuracy
- Ability to multi-task and process in a timely manner and meet deadlines
- Organized with the ability to prioritize workload
- Strong problem solving abilities

COMPENSATION:

Commensurate with experience

If you are interested in applying for this position, please forward a cover letter and resume in confidence to hr@worldsourcewealth.com.

Worldsource is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, Worldsource will endeavour to provide reasonable accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to disability during the recruitment process, please notify the hiring manager upon scheduling your interview.

We thank all applicants for their interest but only those selected for an interview will be contacted.

