



**TIPI**  
Insurance  
Partners

## TIPI Insurance Partners

Client Service Representative, Full Time Permanent Winnipeg, Manitoba

### The Opportunity

TIPI Insurance Partners is seeking a detail-oriented, motivated, and personable individual to join our office in Winnipeg as a Client Service Representative. This role is ideal for candidates with experience in plan administration, HR, or employee benefits, including group benefits, pensions, and disability. Once trained, you will provide crucial support to plan members, helping them navigate their benefits and ensuring they receive full support through both routine and exceptional claims.

### Job Duties and Tasks

#### Plan Administrator and Plan Member Support

- Respond to member inquiries via phone and email
- Assist clients with forms, submissions, and follow-ups
- Act as a liaison between clients and insurance providers, advocating for clients and helping complete documents according to provider specifications

#### Plan Administrator Training

- Train plan administrators on benefit plans and electronic systems
- Guide administrators on policy application, coverages, and claims

### Your Skills

- Strong listening skills to address inquiries and resolve issues
- Clear, concise, and empathetic communication
- Relationship-building abilities
- Knowledge of Indigenous culture and communities
- Experience with group benefits, pension, or disability is an asset

### Your Ideal Qualifications

- Team player, client-focused, and adaptable
- Experience in client service or working with the public
- Background in HR, plan administration, or benefits/pension management
- 1–3 years of experience in benefits, pensions, or disability is an asset

### What we Offer

- Attractive salary and benefits package
- Group benefits and pension plan
- Opportunities for growth and training

As an Indigenous owned organization, we strive to create a welcoming environment for all, and to continue creating opportunities for Indigenous persons within our industries. Preference may be given to qualified Indigenous candidates. Please self declare on your application.

## ABOUT THE TIPI GROUP OF COMPANIES

TIPI Insurance Partners is part of the TIPI Group of Companies, which is an economic development engine that drives capacity and employment opportunities for our communities and clients.

Currently, the TIPI Group of Companies is made up of TIPI Insurance Partners, TIPI Insurance Services, Truth and Reconciliation Partnerships, TIPI Legacy HR+, and HQ Benefit Solutions.

We strive to provide products and services that contribute to individual and corporate health, wealth and longevity. Together, we provide professional advisement and access to services in six areas:

- Commercial Insurance
- Group Pension & Benefits
- Group Benefits Administration
- Human Resource Services
- Training and Development
- Talent Search & Recruitment

Our values of Trust, Compassion, Friendship, Social Responsibility, and Professionalism along with the Seven Sacred Teachings are foundational to who we are as a company and the work that we do.

### To Apply:

Please submit your application to [hr@tipipartners.com](mailto:hr@tipipartners.com).

If this isn't quite you (yet), we are always willing to train the right person, or we may have another opportunity for you!