

# 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 Services Representative. This role is a great opportunity to bring your client service experience into a rewarding career in insurance. Once trained, you will be an integral support for our plan members to access and navigate their benefits, allowing them to be fully supported through routine and exceptional claims.

## Job Duties and Tasks

### Plan Administrator and Plan Member Support

- Receive questions regarding member plans via phone and email
- Assist clients with forms, submissions and follow ups
- Act as a liaison between clients and insurance providers, advocating and communicating on behalf of clients and assisting clients on completing forms/documents to insurance company's specifications

### Plan Administrator Training

- Provide training on benefit plans and electronic systems
- Guide plan administrators on policy application and coverages

## Your Skills

- Highly effective listening skills, to solve problems and enquires
- Concise, clear and empathetic communication skills
- A natural relationship builder
- Knowledgeable of Indigenous Culture and Communities
- Knowledge of Group Benefit and/or Pension plans is an asset

## Your Ideal Qualifications

You are a team player, client focused and willing to try new things.

You have experience working with the public and in customer/client service.

1-3 years in benefit and/or pension administration is an asset.

## What we Offer

- Competitive Salary
- Group Benefits and Pension
- 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 Group of Companies** 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, 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 [abarreta@tipipartners.com](mailto:abarreta@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!