



About Us

At Rancho, our mission is to provide exceptional customer service, to facilitate superior communication with our clients, and to leverage technology that improves our services continually. Rancho has offices in Winnipeg, Calgary, Edmonton and Vancouver. For more information, please click [here](#).

At Rancho, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, and employee home purchase program and retail discounts.

Job Overview

Reporting to the Insurance Manager, as the **Insurance Broker - Level 1 or 2** you will provide positive client experiences and ensure all inquiries are handled professionally and efficiently. You also ensure all insurance applications and claims are processed accurately and in a timely manner.

Your day-to-day responsibilities will include:

- Handling all client inquiries in a professional and efficient manner, including information relative to insurance products and services, policy coverage and payments.
- Managing data and updating client files in broker management system.
- Processing new insurance applications and policy changes on multiple insurance company portals. Ensuring all transactions and renewals are processed accurately and in a timely manner.
- Providing quotations or estimates to clients on premiums to ensure appropriate record-keeping and changes.
- Maintaining established procedures with respect to confidentiality, negotiable items, cash transactions, equipment and surroundings to meet safety, legal and procedural requirements.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

Essential Requirements

- Completion of Fundamentals of Insurance with IWS certification is required.
- High School Diploma, or equivalent.
- Minimum 1 year of sales and/or customer service experience.
- Proof of COVID-19 vaccination.
- Satisfactory verification of criminal record check.
- Comfortable using office equipment, Microsoft Office Programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint) and Sig XP.

Preferred Qualifications

- Level 1 Broker licence, or better is preferred.

What We Value

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Staying current with technical job skills.
- Consistently meeting customer expectation.
- Taking responsibility for the outcomes of decisions and actions.

Work Conditions

You primarily work in an office setting during regular business hours. Overtime may occasionally be required.

Qualico is committed to the health, safety and wellness of its employees and the community. By continuing our commitment to maintaining a safe and healthy workplace, Qualico has implemented a COVID-19 Vaccination Policy that requires all employees in Canada to be fully vaccinated. Proof of vaccination, in the form of a provincially recognized document, must be submitted as a condition of employment. Our policy allows for accommodation in cases of valid medical or religious exemptions. Information related to proof of vaccination or exemption will be kept confidential.

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reason to come to work every day.

[Apply Here](#)