



Rozon is a second-generation family-owned and operated brokerage, with two locations in Eastern Ontario (Lancaster & Cornwall); we have been proudly servicing our community for 55 years with clients in Ontario and Quebec. At Rozon, we are about more than just insurance, we are committed to the community and people where we all live, work and play.

Job Title:	Personal Lines Broker
Reports to:	Personal Lines Manager
Location:	Lancaster
Role Type:	Permanent Full-Time
Salary Range	\$45,000 - \$65,000

Job Summary

Our Personal Lines Broker works directly with existing and potential clients regarding their personal insurance needs/products. The Broker will make recommendations on appropriate coverage and will contact the appropriate underwriters to bind coverage.

Key Responsibilities

- Servicing an existing book of personal lines clients and cross-selling other personal insurance products to existing clients
- Review renewal policies for accuracy, premiums and perform due diligence regarding client changes pertinent to policy, ensuring a high retention rate
- Proactively and creatively offer solutions using a diverse selection of insurance products while achieving performance targets
- Process new business, change requests, and cancellations online using company portals
- Maintain accurate up-to-date client records on our broker management system
- Assesses risks, binds coverage and prepares documentation
- Offers exceptional service to clients while building and managing client relationships
- Addresses all communication in accordance with Rozon's Service Standards
- Other duties as may be assigned

Requirements

- Excellent communication and interpersonal skills to effectively engage with clients/underwriters/colleagues over the telephone, by email and in person
- Detail-oriented person who is able to give their undivided attention to reviewing documentation to ensure accuracy and consistency in their work product
- Strong research and analytical skills to identify market trends and internal and external best practices related to personal lines insurance
- Strategic thinking and problem-solving skills to effectively communicate complex insurance terms in a straightforward easy to understand manner
- Ability to work with minimal guidance and to prioritize tasks based on business needs
- Commitment to continuous learning

What Else is Important

- Ethical decision-making approach to managing your day-to-day workload and the business needs of Rozon
- Demonstrated ability to manage multiple projects simultaneously and prioritize tasks based on business needs
- Develop and maintain a positive, professional and respectful working relationship with clients, colleagues and business partners
- RIBO license but if you don't, we will provide the training to get licensed
- Sales experience (not necessarily in insurance)
- Proficient in the use of Microsoft Outlook, Microsoft Word, Applied Systems and really nice to have experience with Epic Broker Management System
- Post-secondary education would be nice to have but not essential
- Bilingual (French/English) would be considered as asset

Why Rozon?

- We are a fun group to work with. We work hard but we also take the time to ensure we are a great place to work. If that's not enough of reason to want to join us, see our other perks below:
 - Competitive compensation package with the opportunity to earn bonuses (based on new business);
 - Continuing education program to ensure that you stay current with your license and other training as Rozon may offer from time to time;
 - Group Health and Dental Benefits package (90% paid by Rozon), LTD benefit (100% employee paid), and a Health Spending Account;
 - RRSP/DPSP program with set percentages based on years of service
 - Fitness Gym in both offices;
 - Generous Time Away Policy (including sick/appointment leave, birthday off, and vacation);
 - Hybrid work schedule with four days in the office and one home day per week; and,
 - Casual dress for your work environment.

Not sure if you meet all the requirements? If you are excited about this opportunity but your experience does not align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles. Please submit your resume, with cover letter, to careers@rozoninsurance.ca.

Rozon is dedicated to building a diverse, respectful and inclusive work environment. If you have a disability or special need that requires accommodation at any time during the recruitment process, please let us know.

While we appreciate all applications received, however, only those candidates selected for an interview will be contacted.