



Insurance Council of Manitoba
Licensing Clerk
(Full-time Position)

Resumes can be forwarded by email to saubrey@icm.mb.ca. No telephone or in-person inquiries please. Only candidates selected for an interview will be contacted. Qualified applicants are invited to submit their cover letter and resume **by October 23, 2018**.

POSITION SUMMARY

This full-time position is entry-level with responsibility for various licensing functions and back-up to the Receptionist/Examination Coordinator.

Hours: Monday – Friday 8:30am – 4:30pm (1 hour lunch)

Location: 466 – 167 Lombard Avenue, Winnipeg, MB R3B 0T6

RESPONSIBILITIES

1. Respond to general licensing inquiries in a timely fashion, taking the lead in first response to all basic licence renewal inquiries during the renewal period of April-June inclusive
2. Provide backup to receptionist on a daily basis which includes answering phones, inputting application data and assistance with weekly examination set-up
3. Analyze and process basic licence terminations and prepare close file letters
4. Complete upgrade requests at direction of a Licensing Officer
5. Recognize and escalate complex licensing inquiries and/or issues to the Manager of Licensing
6. Complete daily filing, mail and courier processing
7. Prepare boardroom for meetings as directed, including set-up and clean-up
8. Assist licence officers in examination grading process
9. Maintain confidential client files according to Insurance Council of Manitoba policies
10. Assist with the completion of licensing or compliance projects, including annual audits, in a timely fashion at the direction of the Manager
11. Perform word processing duties as required, including proof-reading and typing correspondence and forms for licensing and management staff
12. Perform other duties at the direction of the Manager, Licensing & Administration

SKILL REQUIREMENTS

- Must have time management skills and a great ability to multitask
- Must work well under pressure and easily adapt to their surroundings
- Must be able to maintain confidentiality and act with discretion and tact
- Strong verbal and written communication skills, with customer service experience preferred
- Strong organizational skills
- Detail-oriented and focused on accuracy
- Computer skills required, including familiarity with Word and Outlook
- Must be bondable and able to pass a criminal background check
- Knowledge of the Insurance Act and regulations and/or insurance industry background an asset

The Insurance Council of Manitoba offers a competitive benefits package, and a friendly, team oriented work environment.