

Job Description

Complaints Agent

Job Summary

Reporting to the Manager Complaints, the Complaints Agent is responsible for responding to initial contact with the consumers who contact OLHI for assistance with their complaints as well as consumers requesting a policy search.

Job Duties

- Respond to incoming calls and online submissions from consumers who wish to discuss their complaints
- Counsel consumers on how to manage their complaints with their insurers and how to bring their complaint to OLHI
- Conduct preliminary review of consumer concerns and complaints involving file and health insurance products and services
- Identify and close complaints at the initial contact that are outside OLHI's mandate
- Assist in obtaining necessary complaints related documents from the consumers
- Record complaint information in the Case Management and Reporting System and maintain accurate and timely records of complaints
- Support the Complaints Administrator during absences and vacation
- Handle Policy Search requests from consumers and determine which searches will be approved and sent to our members
- Communicate with consumers using plain language principles

Requirements and Core Competencies

- Minimum of 5 years experience in a client/customer service role, preferably in a call center
- Life and Health insurance industry experience or other experience as deemed appropriate by the Executive Director
- Strong attention to detail and high degree of accuracy
- Fluently bilingual; English and French
- Superior verbal and written communication skills
- High level of integrity, confidentiality and accountability
- Strong computer skills with an advanced understanding of Word, Outlook and database management systems
- Empathetic listener and effective communicator
- Prior experience in ensuring and maintaining consumer/customer satisfaction
- Tactful communication
- Data entry and file management

- Wide range of general knowledge involving the following, will be considered an asset:
 - Life insurance company functions: claims, marketing and sales, service and underwriting
 - Products: life, health, disability, investment and retirement products
 - Group, individual and creditor insurance
 - Life and health insurance contracts
 - Industry practices such as underwriting, billing and privacy
 - The role and conduct of agents and brokers in selling products and servicing clients

Working conditions

- Full time position

Note: This position is being offered on a full time basis in our Toronto office.

About the OmbudService for Life & Health Insurance (OLHI)

We are a national independent complaint resolution and information service for consumers of Canadian life and health insurance products and services, including life, disability, employee health benefits, travel, and insurance investment products such as annuities and segregated funds. Established in 2002 as a Not for Profit corporation, OLHI operated under the name “Canadian Life and Health Insurance OmbudService” until August 17, 2009.

Application Process

Qualified parties are asked to indicate their interest by submitting a CV detailing their professional qualifications and experience, as well as two samples of recent written work (English and French), to careers@olhi.ca.

Please note that only selected candidates will be contacted.